

End of Tenancy Guidance Notes

We will take fair wear and tear into account when checking the property at your final inspection, but we strongly advise that you carefully follow the guidelines below in order to protect your deposit.

Furniture should be left in inventory order i.e. the correct rooms.

Where applicable, ensure that bed linen, mattress protectors and towels are cleaned as we may need to instruct our cleaners to do this on your behalf if not, and you will be charged accordingly for their time.

If any inventory items are found to be missing, damaged or broken, then replacements will be purchased and the cost deducted from your deposit. We recommend that you replace these items yourself prior to your departure and the replacements are like-for-like.

Please find our cleaning guidelines on the next page, we advise you follow these carefully. Unfortunately if any of the items are not completed at the time of inspection then we will need to instruct professional cleaners your deposit will be charged accordingly.

Depending on the size of the property, an average cost for a professional clean can cost anything from £50 - £300, a carpet clean costs approximately £40-50 per room, and a window clean in the region of £20 - £40. If you wish to instruct a professional cleaner before your move out date please feel free contact the office to obtain a contact number.

Please ensure all appliances are switched off when you are leaving the property for the final time. and ensure the fridge/freezer is thoroughly defrosted and the door left open.

Please inform the council and utility companies of your departure date so they can finalise your accounts. We recommend you set up Mail Redirection before you leave as unfortunately we cannot be held responsible for post sent to the address after you have moved out.

If all sets of keys are not returned by the due date we may have to arrange for a locksmith to change the locks and this cost will be deducted from the deposit, or we may require to deduct rent for each day the keys are returned late.

Should we be required to arrange any works following your final inspection then an arrangement fee of £30 + VAT for each hour undertaken will be charged to your deposit .

Please remember to cancel your standing order after the final payment of rent is made, failure to do this may result in a £15 + VAT administration charge being issued should we be required to refund any overpayment.

On another matter, please remember if any accidental damage occurred in the property during your tenancy, such as red wine on a carpet, we recommend that you contact your Tenant Content Insurance company prior to the end of your tenancy for advice. Please remember there may be an excess to pay first depending on which policy you went with.

For the avoidance of doubt if any of the items specified in these guidelines have not been carried out at the time of the inspection we will need to make good any shortcomings. Any issues from the start of your tenancy which were resolved cannot be brought forward to the end of tenancy.

End of Tenancy Cleaning Guidelines

Please follow these guidelines closely upon your departure to best protect your deposit.

GENERAL FOR ALL ROOMS

1. All flooring to be vacuumed, swept, mopped, cleaned / shampooed as appropriate
2. All skirting and high level pictures/cornices to be dusted and washed
3. All light shades to be wiped down
4. All windows to be cleaned inside and out - if you require a window cleaner please call office for details
5. Walls to be wiped down
6. All glass surfaces to be cleaned
7. All light bulbs should be in working order
8. All rubbish and tenants' belongings to be cleared from the property and communal stair
9. All inventory items to be placed in correct rooms
10. You should clean behind and underneath all items of furniture
11. Curtains/blinds and curtain rails to be cleaned where applicable
12. All cupboards should be cleaned and emptied of items not belonging to property
13. Heating & hot water should be left on a low setting, on a timer for 1 hour only, am & pm.

LOUNGE

1. Sofas to be shampooed (if necessary) and cushions removed and cleaned/vacuumed underneath.

BATHROOMS AND ENSUITE

1. Bath, WC and sink to be cleaned with appropriate cleaning materials
2. Any shower curtains to be washed or replaced as required
3. Shower cubicle/door to be cleaned
4. Shower head to be cleaned of any build up of limescale
5. Wash any tiling and remove any build up of mould/mildew from grouting
6. Extractor fan cleaned

KITCHEN

1. Fridge/freezer to be defrosted and cleaned thoroughly, door left open, and turned off
2. Inside cooker and hob, extractor fan and hood, to be cleaned thoroughly, and turned off - bulbs/filters to be replaced as required
3. Baking trays and grill pan/racks should be cleaned thoroughly
4. The units and worktops should be emptied, the shelves and doors/handles cleaned and the contents neatly replaced
5. All dishes, cutlery, ovenware and pots and pans cleaned, dried and put away
6. Clean washing machine tray and wipe exterior surfaces and leave door open
7. Clean filter on tumble dryer and wipe exterior surfaces
8. Dishwasher should be clean, emptied, and turned off
9. Toaster and Kettle should be empty and cleaned
10. Microwave to be cleaned inside and out

BEDROOMS

1. Any bed linen/mattress protector(s) to be cleaned or replaced and mattress to be wiped down

GARDEN

1. If you are responsible for the garden please ensure it has been maintained (weeded, grass cut, bushes trimmed, and generally tidy and free from rubbish) and if necessary please arrange for a gardener to attend.