

TOMLINSON
ESTATE MANAGEMENT

Tenant Handbook 2017-2020

Welcome to your new tenancy with Tomlinson Estates.

This handbook contains a lot of useful information regarding your tenancy – please read it carefully and refer to it during your stay.

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Moving in

Collecting your keys

Please call us to make an appointment to collect your keys from our office at 143 Lenton Boulevard. Appointments are available during office hours, Mon-Fri 9am-5pm, on or after the first day of your tenancy agreement, and must be made at least 48 hours in advance. Please note for legal reasons you must collect your key in person and present valid photo ID. Keys cannot be issued on your behalf to friends or family members.

Condition report and initial repairs

When you move in, your property will be in good condition, ready for occupation, and all gas, electric, fire and other safety certificates will be up to date. However the house won't be brand new and will have been subject to light wear and tear from the previous tenants, just as we will allow fair wear and tear during your tenancy.

The first member of the household to collect their keys will be provided with a 'condition report' relating to your property. This document is to allow you to note down any marks or damage present at the start of your tenancy, and is used for reference at the end of your tenancy. Please ensure that you read this document thoroughly and notify Tomlinson Estates of any discrepancies within 48 hours by simply logging into your account on our website and amending the online version of the condition report. It may be that member of our team may wish to revisit the property to verify the changes highlighted. If you have not notified us of any discrepancies during this time period, then the original document will be deemed to be correct and an accurate reflection of your property. Please note that recording something on the condition report is NOT the same as requesting a repair – the condition report is simply a snapshot record of the property. If something needs action from us, we need to be notified using the procedure below:

If any repairs are required to the property, such as an appliance is not working properly or a piece of furniture is broken, this needs to be reported to our maintenance team using the 'report a problem' form on our website. This is the procedure you should follow for all maintenance requests throughout your tenancy, except emergencies (see 'emergencies' section). See 'repairs' for more details.

Our maintenance team will endeavour to respond to requests for repairs as quickly as possible. However please bear in mind that non-urgent repairs may take longer than usual during the busy moving-in period at the start of the academic year.

Initial full clean

Depending on the date you move in, your house will either have already received a full professional clean or will be due to receive one within the next few days. Please let us know via the 'report a problem' form on our website if your property has not yet received its full clean when you move in and we will ensure it takes place promptly. Please note that we are not able to carry out the full clean of your property later than one month after the commencement of your tenancy agreement, so please let us know before that date if your property will be requiring it.

During your tenancy

Furnishings

The furniture and appliances supplied by your landlord will be listed in the inventory you receive at the start of your tenancy. Please ensure that you treat these items with care, ensuring that they do not become stained or damaged by you or your visitors. You will have noted the condition of these items in the condition report and it will be expected that these items to be returned in the same condition, with the exception of fair wear and tear. Where the Landlord has provided furnishings, you must not remove them from the property without the Landlord's written consent. If you wish to bring any of your own furnishings into the property, they must comply with current safety standards as set out in your tenancy agreement.

Please note that your landlord does not supply portable electrical items such as toasters, kettles, irons and hoovers unless specifically stated in the inventory. If any of these are present in the property they will have been left by previous tenants. You are at liberty to either dispose of them appropriately or to use them should you wish to, but they will not be maintained by the landlord.

Pictures and decor

Where existing picture hooks are present you are welcome to use them. You must not use sellotape, blu tac or any other adhesive on the walls as these damage the decor and may result in you being charged for redecoration. You may not decorate any part of the property without your landlord's written permission.

Stopcock and fuse board

Please familiarise yourself with the location of your gas control valve, the electric fuse box and stopcock in case of emergency. You must not turn off the pilot light to the boiler or turn off the gas or electric supplies except in an emergency situation.

Broadband and TV

Please note that you are responsible for purchasing a TV license and broadband services should you wish to use them in your property. Your landlord is not responsible for the quality of TV reception or broadband coverage that can be achieved within the property.

If you require broadband services, contact Tomlinson's for information on a bulk discount we have available for our customers through Virgin Media.

Insurance

Your Landlord insures the fabric of your property. You are responsible for your own possessions and furnishings which you bring onto the property and we strongly advise you to take out personal possessions insurance to cover your belongings through any reputable insurer.

Repairs

If a problem arises in the property, please let us know as soon as possible using our online reporting system. Head to our website tomlinsonstates.co.uk and click 'Tenants' and then 'Report a problem'.

The online system helps us to give you the most efficient and effective service possible as it links your request to all relevant property information and keeps a log of the progress of your repair. Please do not attempt to report repairs by any other method as you will still be directed to complete the webform.

Our maintenance team will always seek to deal with your repair as quickly and efficiently as possible. You can help this process by:

1. Undertaking basic troubleshooting yourself, such as checking your fusebox if the electrics have tripped – see the 'care for your property' section.
2. Reporting the problem as quickly as possible and in specific detail (for example 'radiator in top floor rear bedroom not heating up' is more helpful than just 'heating broken')
3. Reporting the repair yourself rather than asking somebody else (e.g. parents or friends) to do it as we may well have questions which can only be answered by the person living in the property. We do reserve the right to not accept reports from non-tenants.

4. Bearing in mind our target timescales for repairs - we will prioritise urgent problems such as major leaks or broken locks (within 24 hours) over less urgent issues such as a broken cupboard door (up to 28 days). Please also bear in mind that some repairs may require more than one visit (for example if parts need to be ordered to fix a boiler).

Either our maintenance team or the tradesman assigned to your repair will contact you to let you know when they will be visiting the property to assess or carry out a repair. The tradesmen working for us will be wearing an ID lanyard and will knock before entering the property. We expect our staff and contractors to be courteous to you - please also be courteous and respectful to them as they help you. At times it may be necessary for a tradesman to enter your room to undertake work and on those occasions please dress appropriately! Please be aware that you may need to pay a call out fee if we attend your property and there is no fault (e.g. an appliance was not switched on at the plug - it has happened!). You may also be charged if the issue has been caused by your actions (such as blocking a toilet by trying to flush nappies down it). Please see our 'care for your property' section for tips on how to avoid this kind of problem.

Rubbish and recycling

You are responsible for placing all rubbish in the outside wheelie bins, correctly sorting general waste, clean recyclable materials and garden waste into the appropriate bins. Please check the website of your Local Authority (Nottingham City for Lenton, Broxtowe for Beeston) for bin collection days and advice on what can be placed in which bin. You must bring your bin back off the street onto your property the day it has been emptied and not place it back out until the night before it is next due to be emptied. Please take care to fill and store your bins correctly as failure to do so is classed by the Council as 'antisocial behaviour' and will often result in intervention by a Police Community Support Officer. If the Council, a PCSO or a member of the public complains to Tomlinson Estates about your bins, we will notify you asking you to rectify the problem immediately. If you do not do so we will be obliged to send a licensed waste carrier to deal with the issue at your expense.

Neighbours, noise and other antisocial behaviour

You have a responsibility outlined in your tenancy agreement, not to do anything (or allow your visitors to do anything) which is likely to cause a nuisance to your neighbours or other members of the general public. This includes in particular, excessive noise, and noise

between the hours of 11pm and 8am. Please be considerate to other local residents, bearing in mind that many will not be students and may be elderly or very young. If you do make excessive noise and a complaint is made to Tomlinson estates, we are obliged to formally address the complaint and will follow it up according to our antisocial behaviour policy. You will be notified of the complaint and you will have an opportunity to make a response. In most cases, if a complaint is upheld, you will be warned not to repeat the offending behaviour and if there are no future incidents then no further action will be taken against you. However if problems persist your tenancy could be in jeopardy. If behaviour of a serious or criminal nature is reported to us then we will inform the relevant authorities.

If you experience a problem with antisocial behaviour from any of your neighbours, you can report this by calling the Community Protection Service Centre on 0115 915 2020 (Monday to Friday 8am to 5pm) or emailing cpservicecentre@nottinghamcity.gov.uk. If you are affected by domestic noise outside of these hours you can call the Police non-emergency number 101. Further information about reporting anti-social behaviour can be found on the Council's website

<http://www.nottinghamcity.gov.uk/community/communityprotection/reporting-antisocial-behaviour/>

Smoking

Smoking by you or your visitors within the property is strictly prohibited. Smoking can cause the decoration in a property to deteriorate more quickly and if a member of staff sees evidence of smoking during an inspection, you may be held responsible for the cost of cleaning upholstery, carpets and curtains if they show signs of damage due to smoke.

Parking

Please park considerately. Residents' parking permits can be obtained from your local authority if needed for parking on your street. If you need an electronic version of your tenancy agreement as proof of residency please email the office and we will be happy to provide you with one.

Keys and locks

Please ensure you lock all external doors and windows when leaving the property, and set the alarm (if installed). Do not label your keys with anything that could identify them with the property in case they are lost or stolen and do not lend your keys to anyone who is not named in your tenancy agreement. You must not change any locks or alarm codes, add any locks of any kind or copy any keys without your landlord's written permission. Please note the vast majority of our properties do not have locks on bedroom doors, and if no lock is currently affixed to a bedroom door, no permission will be granted for one to be fitted.

If you lose your keys, please contact Tomlinson Estates for a replacement key. The charge is up to £30 per key and you must bring ID with you to collect the replacement.

Fire safety

Please remember to follow at all times the directions in the fire safety notice you signed when you received your keys, which is also on display in your property.

Remember that where your landlord has provided a battery powered smoke alarm, it is your responsibility to ensure that the battery is powered and that the detector remains in good working order. Do NOT wedge open fire doors, take batteries out of smoke alarms or tamper with any other fire safety equipment as this could place your life in danger in the event of a fire. You should do everything in your power to ensure that you and your fellow tenants are safe at all times within the property. Please refer to: www.firekills.gov.uk

The Role of Tomlinson Estates as Your Landlord's Agent

Your Landlord has appointed Tomlinson Estate Management to manage his/her property for them throughout the Tenancy. This means that any queries regarding your tenancy must be directed to the Tomlinson Estates office. We can only act in accordance with your Landlord's instructions, and on some matters we may have to refer back to your Landlord for authorisation - for example, requests from you for permission to change utility supplier, or if a repair is estimated to cost more money than your Landlord has told us we may spend. In these circumstances, there may be a delay before we are able to confirm to you any action any works.

Communal areas (applicable for flats only)

Please note that communal areas such as stairwells, hallways, bike stores etc do not form part of the exclusive Tenancy Agreement and these areas can be accessed by all of the residents in the block. You must ensure that personal possessions are not kept in these areas and that they are kept clear of obstructions at all times.

The tenancy agreement

Your tenancy is an Assured Shorthold Tenancy Agreement for a fixed term (usually 12 months). It details both the Landlord's responsibilities and your responsibilities, and what you can and cannot do in the property. It includes the address of the property, the names of the Tenants who have been granted the Tenancy, the rent that is due, the amount of deposit that you have paid and how your deposit is protected. Please refer to this document carefully throughout your tenancy.

Paying your rent

It is your responsibility to ensure that you pay your rent installments in full on the dates they are due. If you are paying by standing order you should check that you have sufficient funds in your account on the date the rent is due or your payment may not go through.

We understand that some tenants will occasionally experience problems with their rent and we will seek to work with you in the event of a difficulty - however you should let us know as soon as possible if you foresee a problem and respond to our communications. If you fail to respond to requests for rent you may be charged additional administrative fees on top of the rent owed, as specified in your tenancy agreement.

Pets

Most landlords do not permit any pets to be kept on the property. If you wish to keep a pet

on the premises you must request permission, which will be granted only at the landlord's absolute discretion.

Inspections

Tomlinson Estates will inspect the property periodically as part of our management duties for the Landlord. We will notify you in advance of any planned inspection either by phone or email. A member of the Tomlinsons team will carry out a brief visual check of the property and note any problems that they find. You do not have to be present for this visit, as the team member will use the management set of keys that are held on behalf of the Landlord. Following this visit, Tomlinson Estates may write to you stating any damage, defects or areas that require cleaning which have been found during the visit, or should they feel that the Tenancy is being breached in any way. You will be allowed a reasonable timescale to rectify these observations or breaches, and the property is usually revisited again.

Term of your tenancy

Your tenancy will usually have a fixed term for the duration of the academic year. Therefore you will not need to formally give notice to leave your house - usually Tomlinson Estates will issue you a section 21 notice to end the Tenancy formally on the last day of the fixed term. If you will want to remain in the house for another academic year, please notify Tomlinson Estates as soon as possible - otherwise your property may be signed to another group for the next academic year, as early as the October of your current tenancy.

What is your landlord responsible for?

The Landlord is responsible for maintaining the structure of your property, including the roof, walls, windows, drains, gutters and down pipes. The Landlord is also responsible for maintaining the heating and hot water, sanitary appliances, and installation of gas, electric and water at the property. These will be repaired as necessary throughout the Tenancy at the Landlord's expense, unless the fault has been caused by neglect or misuse on the part of the Tenants, in which case you will be responsible for the cost of the repair.

Your Landlord is responsible for ensuring that all furniture, which has been provided as part of the Tenancy, complies with current safety regulations. Your Landlord will ensure that all gas appliances, which have been provided as part of the Tenancy, comply with gas safety regulations and are serviced annually, and that all electrical appliances which have been provided as part of the tenancy comply with electrical safety regulations.

You must inform Tomlinson Estates of any potential problems you observe that may cause damage to the property, such as a bath seal which requires replacement. You are also responsible for reporting anything that may cause harm or pose a hazard to you and your fellow tenants. Please see the 'Repairs' section for how to report a problem or concern.

Care for the property

You should ensure that you treat the property and the fixtures and fittings (furniture, decor, carpets, curtains etc.) in a 'Tenant like manner' throughout your tenancy - this means taking care of and keeping clean, the property and all its contents. Your landlord will allow for fair wear and tear, but should you or your visitors damage anything at the property then you will be responsible for the cost of the repair to this damage. These costs can also be sought from your Guarantors where necessary and reports of damage will be relayed to all Guarantors in writing.

Break-ins / Malicious Damage

Any malicious damage or break in at the property must be reported to the Police and to Tomlinson Estates immediately. You should note the date and details of the break in in writing, and ask the police for a crime number (this will be needed should you wish to make a claim using your personal insurance, and your landlord's insurer may also require a crime number). If the break in has left the property insecure (e.g. a broken window or lock) you should notify Tomlinson Estates urgently, using the emergency number if necessary, and stay in the property until our tradesman comes to board up or otherwise secure the premises for you.

Wooden floors

If your property contains any wooden floors you should make sure that you remove any high heeled shoes or other footwear that may damage the floor before walking on it. Please also take care not to scrape or scratch the floor when moving furniture or other objects. Again you may be held responsible for the cost of any damage that occurs due to your misuse or neglect.

Gas and Gas appliances

Any gas appliances in the property will be maintained and checked annually for safety by a Gas Safe Registered Engineer. If you discover a fault with a gas appliance please notify Tomlinson Estates immediately. If you smell gas or suspect a leak, turn your gas off at the meter, open doors and windows, do not use any form of ignition in the property (including flicking light switches) and call the National Gas Emergency Service on 0800 111 999.

Electricity and the trip switches

If your electricity seems to not be working, first work out whether there is no electricity whatsoever (lights and plug sockets not working) or whether it is just certain areas of the property (e.g. just the lights or just the plug sockets or just one floor of the property).

If there is no electricity at all, it is likely that you (and neighbouring properties) are experiencing a power cut. If so call the freephone nationwide number 105 to connect to your local electricity network provider for information on the problem and when it is likely to be resolved.

If there is electricity to some but not all of the property, it is likely that a fault with a particular appliance or socket or a blown lightbulb has caused the circuit breaker (a safety switch) to 'trip', automatically switching off power to a section of the property. To reset the trip, go to your fuse box and simply flick whichever switch is not in alignment with the others, back to the opposite direction.

If it trips straight off again, this indicates that something which is plugged in is faulty and is still causing the switch to trip. Unplug all of the appliances within the house, and then switch the power back on. After that, one-by-one, plug the appliances back in. When the power then

trips again, you have identified the faulty appliance. Keep that appliance disconnected - if it is an appliance supplied your landlord, please contact Tomlinson Estates to have it repaired.

Emergencies

While we are not obliged to offer a literal 24-hour emergency service, we do provide an emergency out of hours number for your support, which is monitored on a regular basis outside of office hours. If there is an emergency at night or over the weekend, please call and leave a message detailing the problem and contact details for you and at least one other tenant. You will be called back by our staff or by a contractor as soon as possible who will seek to assist you and accelerate your emergency repair. To help you ascertain when to use the emergency number, here are example scenarios when we would expect to be contacted out of hours:

A leak that cannot be stopped and which if not stopped immediately will cause additional damage to the property. Please turn the water off immediately using the stopcock while you wait for our tradesman to attend.

A break-in or accident that leaves the property insecure

A breakdown of the heating system at the beginning of a weekend/holiday period where there is risk of pipes freezing.

If there is a fire at the property you should immediately contact the emergency services via 999 and then call our emergency number to advise us of the event.

Appliances

If the Landlord has supplied appliances at the property you should report any faults to Tomlinson Estates (see 'Repairs' section). We will seek to arrange a repair as quickly as possible. Please be aware that the timescale for repairs on appliances depends on whether new parts are needed, or whether the machine is still under warranty and must be repaired by the manufacturer, or whether a whole new machine is needed, and for this reason repairs to appliances can take anything from 1-28 days, so please bear with us.

If the fault is due to your incorrect use or maintenance of the appliance, the cost of the repair may be charged to you. To help avoid this scenario please adhere to the following guidelines:

Read the handbook and instructions for your appliances and follow their directions - these will either be supplied in the property or accessible online by searching for your appliance make and model number.

Ovens: Regularly clean hobs and ovens to prevent build up of food.

Washing machines: Ensure that the filter is cleaned regularly, the rubber seal wiped and that the soap tray / dish are kept clean or as dictated by the appliance manual. Remember to empty pockets of clothes before washing to avoid jamming filters with coins etc!

Tumble Dryers: If you have a tumble dryer that does not have a condensing unit, you are responsible of ensuring that the hose from the dryer is directed outside of the property. This ensures that moisture extracted from the washing does not remain inside the property. If this is not maintained it may cause condensation and, in turn, mould at the property. Any damage to decoration caused by misuse of the appliance will be the responsibility of the Tenant. You should also clean the filter regularly.

Dishwasher: Clean the filters before every use of the machine so that they do not become blocked. Use salt and rinse aid to keep the machine working effectively (or a 3-in-1 dishwasher tablet containing these along with the detergent).

Sinks, Toilets, Shower Trays and Drains: Ensure you do not put unsuitable items into toilets or sinks which may cause problems within the drainage at the property, such as nappies, sanitary towels, wipes, cooking fats and oils, tea leaves, rice etc. You will be responsible for the cost of clearing any blockages that have been caused by your misuse. Plugholes in baths and showers can easily become blocked with hair and other debris and again it is your responsibility to clear such blockages.

Condensation and Ventilation

Cooking, washing, using gas appliances and many other household activities produce a lot of moisture. If you do not keep the house well ventilated so that this moisture can escape, it will condense on cool surfaces such as walls, tiles, ceilings and windows. Regular or excessive condensation inside the property can lead to damp and mould, which can damage the property and cause a health hazard. It is therefore vital that you manage condensation and maintain adequate ventilation using the following steps:

- Close your kitchen and bathroom doors during cooking and bathing to prevent steam

going into other, colder, rooms.

- Open windows when cooking or washing and use extractor fans where present.
- Open windows in all rooms daily to allow a change of air.
- Where present keep trickle vents open (these are small vents on new windows which can be opened without affecting the security of the property).
- Open curtains and blinds should be kept open during the day
- Wipe down surfaces where moisture settles to prevent mould forming.
- Dry clothes outside if possible. Do not hang wet clothes over radiators (this will cause condensation and damage to the decoration which you will be responsible for rectifying).
- Maintain a moderate temperature in the house - we advise that the thermostat is kept at a minimum of 15 degrees through the day and night to prevent the hot and cold effect which causes condensation.

Failure to adhere to the above may result in damage to the property which could be deemed your responsibility.

Energy Efficiency Advice

Try to switch off lights and turn down the heating when you leave the property - see www.energysavingtrust.org.uk for more information.

Pests and Vermin

It is your responsibility as tenants to prevent pests (such as ants) and vermin (such as rats) from residing in your property - this can be done simply by making sure that you maintain a good level of cleanliness and hygiene, in particular dealing with rubbish appropriately and keeping floors free of food debris. Pests generally will not remain any length of time in a property where they do not have easy access to a food source such as food crumbs. If you do discover pests or vermin you should deal with them using appropriate traps / chemical deterrents. However if there is a problem with the property contributing to the infestation (e.g. a hole through which vermin are entering the premises) we will be able to address that for you. In addition if you discover a wasp or bee nest on the property, please notify the office and we will arrange for this to be professionally removed.

At the end of your tenancy

Moving Out

We will contact you several weeks before the end of your tenancy with advice on moving out arrangements. You may be offered a free 'pre moving out inspection' where we will attend the property with you to advise you regarding what cleaning and other steps you may wish to take, to ensure you get the maximum deposit amount back.

We will ask you to let us know an approximate date when you will be vacating the property so that we can plan and schedule inspections and repairs ready for the next tenants' arrival.

Before leaving the property you should:

- Report any damages or breakages using the online system. If one particular tenant was at fault in a breakage this should be identified so that any charges are directed to them only and not shared between the household.
- Clean the entire house and all appliances, furniture, fixtures and fittings thoroughly.
- Empty, clean, defrost, switch off and leave open the fridge and freezer
- Remove all of your personal possessions, and remove and appropriately dispose of all waste from the property.
- Read the meters on the last day of the tenancy, and supply readings to your utility providers and to Tomlinson Estates. Make sure all lights, appliances and taps have been switched off so that no further usage can take place after you leave.*
- Pay your final bills to your utility providers and provide us with evidence you have done so.*

*Not applicable to bills inclusive customers

What happens next:

After your tenancy agreement has expired we will visit the property to conduct a final inspection. We use the condition report you completed at the beginning of your tenancy as a baseline to assess the condition of the property when you leave. Your landlord expects fair wear and tear after a year of occupation, but repairing any damages over and above this expected level may be deducted from your deposit. We will let you know within 10 days of your tenancy ending if any deductions are anticipated.

Any additional cleaning or repairs required to the property will be carried out and invoices collated. Where appropriate all or a proportion of these will be allocated against tenants' deposits.

We will also check that final utility bills have been paid, along with all rent payments or other charges on your account with Tomlinson Estates.

We will then write to you itemizing any proposed deductions from your deposit. If you wish to query any deductions you can do so using the form on our website (please use the form on our website for ALL communication regarding your deposit as it allows written records of communication to be collated and kept and enables you to receive a faster service. If you call the office regarding your deposit, you will be directed to use the online form). We can provide invoices and photographs to evidence deductions if required.

Once any deductions have been agreed we will return your deposit to the next of kin address we hold for you, or to an alternative forwarding address if you wish to supply us with one.

If you are still not satisfied with the deductions proposed, we will mediate between you and your landlord to try to reach an agreement. If you are still not satisfied you can raise a dispute with the third party who protect your deposit, the Tenancy Deposit Scheme. We will supply them with the evidence we have supplied to you, along with the original condition report and the checking out inspection report. You can submit to them any reasons why you feel the deductions are not appropriate. They will then reach a judgement which both you and your landlord will be bound by.

Recommended final cleaning checklist:

- ✓ Place all back in their original position as described in the Inventory
- ✓ Clean the inside of windows and wipe all frames and ledges
- ✓ Clean cobwebs from ceilings and walls
- ✓ Wash down all washable wall surfaces and skirting boards, leaving them dust, dirt and stain free
- ✓ Wash, iron and rehang net or lightweight curtains. Get heavy curtains professionally cleaned if stained
- ✓ Vacuum throughout and have any carpet stains professionally cleaned, if stained.
- ✓ Wash kitchen and bathroom floors
- ✓ Dust and wipe or polish all furniture
- ✓ Clean cooker to be cleaned thoroughly with oven cleaner, including shelves, the glass door, grill pan and oven trays and change the extractor hood filter if applicable.
- ✓ Clean baths, WC's, shower screens, wash hand basins and kitchen sinks
- ✓ Wash mattress covers / protectors
- ✓ Wipe Insides of cupboards and drawers
- ✓ Empty and sweep garage and/or shed if provided
- ✓ Leave garden clean, clear and tidy
- ✓ Wipe down appliances and clean their filters
- ✓ Replace spent lightbulbs

Items left in the property

Please do not leave any belongings in the property after you vacate. Any items left will be assumed to be rubbish and disposed of unless they are clearly of a high value. High value items will be removed and stored at your expense for a brief period while we attempt to contact you to enable you to come and collect them.