

## MOVING OUT INFORMATION

*We hope you have enjoyed your time in our property. As you will know, your tenancy ends soon and new tenants will be moving in shortly after you leave. This document contains details of what you need to do before and after you move out and how to ensure you get your deposit back. Please read it carefully.*

*Please also drop us an email to [enquiries@tomlinsonestates.co.uk](mailto:enquiries@tomlinsonestates.co.uk) to let us know as soon as possible when the last person will be moving out of your house so that we can arrange to co-ordinate your end-of-tenancy procedures.*

### LEAVING YOUR PROPERTY

**There are a few very important things that you must remember to do before you leave your property. We won't be able to start processing the return of your deposit until the following have been completed:**

#### CLEANING

You will need to leave your property in the same state that it was given to you in. Included with this document is a guide for cleaning, which will give you tips and advice for areas which often get neglected. Cleaning has proven to be the biggest reason for deductions from deposits.

#### UTILITIES

Make sure you take final meter readings for all your utilities bills and supply them to both us and to your utility providers. You will need to close your account with them and ask them for a receipt to show that you have no outstanding debts to them. **ACCOUNTS MUST BE CLOSED ON THE LAST DAY OF YOUR CONTRACT.**

**This is very important to ensure that you can receive your deposit back as promptly as possible.**

#### KEYS

All keys must be returned to the office no later than 12 noon on the last day of your contract. Keys should be clearly identified with your name, room number and property address using the keys tags provided to you in the post. Keys can only be returned **within** office hours. **Do not** put keys through the letter box. Any keys not returned on time will result in locks being changed at your expense.

#### SECURITY

Your property must be left secure, with all windows closed and doors locked (including sheds and garages). **If you have changed your burglar alarm code, you MUST tell us.**

#### MAIL

Please have all your mail redirected by the Post Office. Neither incoming tenants nor Tomlinson Estate Management will be obliged to forward it to you.

## END OF TENANCY CLEANING

It is to your advantage to complete a thorough end of tenancy clean and meet all the responsibilities set out in your tenancy agreement.

Otherwise, you may incur deductions for cleaning and rubbish removal from your tenancy deposit.

Ensure that any damage caused by you or a visitor to your home is repaired or replaced. Due to high demand in this area over the summer, our cleaners work all hours and cleaning costs can be high, examples of previous invoices can be provided for example purposes. Please allow yourself enough time to do the final clean.

**Kitchen** – Empty all the cupboards and shelves. Remove all crumbs and deposits, clean inside and out, wipe thoroughly with a dry cloth, this includes the cupboard doors. Make sure all appliances are clean, including the washing machine soap tray and the dishwasher filter. The back of most appliances are usually dusty and full of cobwebs – make sure to wipe them with a dry cloth. After you have cleaned the fridge, if it is empty switch it off at the mains and leave the door open to prevent mould. Make sure to pull out all fridge shelves, cabinets and racks. When cleaning the fridge remember to include the grooves where the racks slide into the fridge. The freezer should be emptied, switched off, defrosted, and moved away from the wall to be cleaned. Place towels around the bottom to catch any water from the melting ice. The exterior and interior door seals will need wiping as they often collect pieces of food. Once the freezer has been cleaned, the doors should also be left propped open and the electricity supply switched off. **Do not just switch them off on the day you leave:** this will flood the surrounding area and cause damage, resulting in a deduction from your deposit. Plan in advance, as it can around 24 hours to defrost the freezer.

Repeat this for each appliance with similar features.

**Oven and hob** – If not cleaned often, the oven builds up thick layers of grime, burnt food deposits, grease and household dust. Because of this the oven/hob requires the most time, effort and harsh cleaning agents out of all other cleaning jobs. Unpleasant though the task may be, make sure it is sparkling, as the oven is often the first item to be inspected. The same goes for the hob, burners, racks, baking trays, handles, switches and all other surfaces.

You really need to put in the extra effort when cleaning your oven, or it's not worth starting at all. Professional cleaning of an oven is around £45.

**Living room** – You need to clean all furniture, including the coffee table, cupboards, cabinets, bookshelves and TV set. Remove all the cushions from the sofas and chairs and vacuum the crumbs and remove rubbish.

This room is mostly about dusting extensively and vacuuming everything to perfection.

**Bathroom** – Scrub everything in the bathroom including the tiles, sink, bath, shower, toilet, mirror and other accessories. Ensure the drains and plug holes are clear from debris and make sure the water runs away quickly. Remove mould, soap scum and limescale from all metallic surfaces like the taps, the shower, the drain grates. Remember to clean the shower head, as it often is covered in limescale.

**Walls** – You should look for any scuffs, food or dirty marks on the walls and try to wipe them off with a wet cloth. All posters and Blu-Tack®-type products need to be carefully removed.

**Windows & windowsills** - Clean all the insides of the windows with window cleaner. Wipe and dust the sills with a wet cloth.

**Bedrooms** – Move your bed to enable you to dust and clean underneath it. Empty and wipe down the inside of all draws and wardrobes. Wipe all skirting boards and tops of plug sockets with a dry cloth.

**Curtains/blinds** - Make sure the curtains are in good order and you dust the curtain rods. Thoroughly dust both sides of the slats of venetian blinds.

**Carpets/Rugs/Flooring** – The carpets in your property should be left clean, vacuumed and stains should be removed. The tiled or laminate flooring should be vacuumed and then mopped.

**Staircases and hallways** – These are areas with a lot of traffic. Please make sure you vacuum thoroughly and dust all the skirting boards and banisters.

**Basements** – All rubbish should be removed from the basement.

**Garden and exterior** – Remove all rubbish, and make sure the exterior is tidy. If there is a garden shed/garage that you have access to, make sure it is clean and tidy.

**Light fittings and sockets** - Lampshades need to be cleaned, on the inside and outside. Switches, cables and plastic covers should be free from dust and grease, which may be especially prominent in the kitchen. Any expired light bulbs need to be replaced, if they are not replaced you will be charged.

**Whole house** – Wipe and dust all skirting boards throughout your property.

**Rubbish** - Please remove **ALL** rubbish from your property and dispose of it in the correct manner.

You **cannot** leave bin bags of rubbish on the floor next to your bins, if you don't have room in your general waste bin then please take the rubbish to the local tip. Bags of rubbish that are left on the floor attracts animals, the animals rip open the bags and create more mess that needs to be cleared up.

**\*\*Please note that all rubbish that we have to remove from your property will be charged to yourselves\*\***

**Final tip** - Cleaning the whole property by yourself is a hard and arduous task. It is a lot easier if you plan, be thorough, make a list of jobs to be completed and most importantly all members of your house join in the clean.

## HOW TO GET YOUR DEPOSIT BACK

**In order to make sure that you get your deposit back, you will need to complete the above processes. Here is a summary checklist of things we need from you so that we can start processing your deposit:**

- The completed form containing your meter readings, utilities suppliers' names, and your customer reference numbers (enclosed)
- All sets of keys for your property delivered to the office with key tags provided within office hours.
- Copies of your statements from your energy suppliers showing that you have no outstanding payments on your accounts (request this from them when you give them your final meter readings)
- An updated address for us to return your deposit, if your next of kin's address has changed since you registered with us.

We will return your deposit to you as promptly as we can; the quicker you can complete the above checklist, the sooner we can return this to you.

**If a deduction is to be made from your deposit** you will be contacted in accordance with the tenancy deposit scheme rules. You have been provided with information at the start of your tenancy so please refer to this for more details.

**Please see website 'get my deposit details section' under 'tenants' to get your deposit registration details**

## **ALL DEPOSIT ENQUIRIES & CORRESPONDENCE MUST COME FROM THE SECTION ON THE WEBSITE**

**Please do not make unnecessary calls to the office if you have not completed the above.**

# UTILITIES ACCOUNTS

TO BE COMPLETED BY THE TENANTS WHEN THE HOUSE IS BEING VACATED

PLEASE PRINT ALL INFORMATION IN BLOCK CAPITALS

Address of property: .....  
.....

Date: .....

|                               |
|-------------------------------|
| <b>ELECTRICITY</b>            |
| Supplier's name: .....        |
| Supplier's telephone: .....   |
| Customer reference no.: ..... |
| Final meter reading: .....    |

|                               |
|-------------------------------|
| <b>GAS</b>                    |
| Supplier's name: .....        |
| Supplier's telephone: .....   |
| Customer reference no.: ..... |
| Final meter reading: .....    |

|                               |
|-------------------------------|
| <b>WATER</b>                  |
| Supplier's name: .....        |
| Supplier's telephone: .....   |
| Customer reference no.: ..... |
| Final meter reading: .....    |

I confirm that all the outstanding bills have been paid and that the phone line, internet, and television contracts have been terminated. **These must not be Estimated Bills. Your forwarding information will be passed on by Tomlinson Estate Management to any suppliers chasing outstanding debts / bills.**

Signed by lead tenant: .....

**ALTERNATIVELY YOU CAN TAKE PHOTOS OF THE METER READINGS AND EMAIL THEM TO US ON THE DAY THEY WERE TAKEN.**