

End of Tenancy Guide



This booklet contains important information on what procedures you should follow and what obligations you need to meet at the end of your tenancy.

This guide has been produced to assist you and ensure that everything runs as smoothly as possible.

No two tenancies are exactly the same, so please make reference to your own tenancy agreement as the following advice is general; we will however point out any areas which are particularly important.

Please ensure you read this guide **THOROUGHLY**.

The main points to remember are:

- Check the condition of the property against your original check-in document.
- Remove **ALL** your belongings.
- **DO NOT** remove any of the Landlord's belongings or property.
- Have the property professionally cleaned.
- **DO NOT** disconnect your BT phone line.
- Arrange for your post to be redirected.
- Inform all your utility providers and the Local Authority of your last day of occupation of the property.

If you find this booklet difficult to understand, please ask a friend, family member or someone you know to assist you. If you do not have someone who can do that please contact your Estate Manager at Sorbon Estates Ltd directly on **01494 671331**.



What happens on the day you leave?

If not already confirmed, you will shortly be given a time to meet with your Estate Manager to check the condition of the property against the check-in document, prepared at the start of the tenancy.

Your Estate Manager at the time of this visit will note any differences, which fair wear and tear aside, will form the basis of apportionment of the deposit. You should have been given a copy of the check-in shortly after your tenancy started and will have been asked to sign this document near to the start of your tenancy. In preparing to leave we advise that you check this document, to ensure you are returning the property in the **same condition as you found it** and **do not remove any of your Landlord's belongings**.

Important points to remember:

- Replace blown light bulbs.
- Report any electrical items not in working order.
- Return furniture/items to their original position.
- Remove **ALL** your possessions.
- Replace missing/broken items.
- Have the property professionally cleaned.

These are all things which can be completed easily and fairly cheaply prior to leaving, if we have to rectify later you will incur an administration fee for arranging the works and the costs of the repairs/removals etc will also be chargeable if we have to arrange for our maintenance department to attend.

What happens to the keys?

Your Estate Manager will collect your keys at the check-out and return them to our offices, after which you are unable to re-enter the property to carry out further cleaning or to remove your belongings. With this in mind, ensure that you have vacated and cleaned the property (see below) prior to your end of tenancy appointment with your Estate Manager.

You must return **ALL** keys for the property, including those for post boxes, windows, security fobs etc. Failure to return **ALL** keys on the day of your check out could result in the locks being changed at your expense.

Should I have the property cleaned?

Yes, the property should be professionally cleaned. Fair wear and tear aside, the property should be returned in the same condition as when it was handed over to you.

What about garden areas?

If you have a garden, patio, terrace or balcony with your property this will need to be cleaned, tidied and returned in seasonal order.

What about the transfer of utilities and forwarding post?

Your Estate Manager will take meter readings at the end of the tenancy; however, it is important to ensure that you promptly advise all utility providers and the Local Authority of your last contractual day at the property, as well as providing your forwarding address to your Estate Manager.

In order to return your deposit we will request copies of all closing utility accounts to show that final bills have been paid or alternatively to show that the accounts have been transferred to your new address.

Please note: BT phone lines, whilst advising them that you no longer require the line, it **should not be disconnected** as this will incur a reconnection charge that will be your responsibility.

We will not forward post to you. You can arrange for your post to be redirected by the Royal Mail at www.royalmail.com for periods of 1, 3, 6 and 12 months.

Does the Landlord automatically stop collecting rent?

No. You need to cancel your Standing Order with your bank once your final rental payment has been made.

How soon will I get my deposit back?

Your Estate Manager will do everything reasonably possible to return your deposit quickly. Once agreement has been reached we can arrange for our accounts department to raise a cheque within a couple of days and this will be posted to your forwarding address.

As a general guide you will be advised within approximately ten days of the end of the tenancy, by way of a schedule of any proposed deductions and supporting evidence. This figure is arrived at using the check-in and check-out reports.

What if we cannot agree the deposit return?

Under normal circumstances the amount not in dispute can be refunded in accordance with your instructions, leaving us holding only the amount in dispute.

Your deposit is protected under Tenancy Deposit Protection by MyDeposits.

The tenancy agreement will confirm how and when you should advise us that you are disputing your Landlord's claim for damages. If agreement cannot be reached within ten days then either you or your landlord are free to refer the matter to MyDeposits. Once referred they will ask us to transfer the disputed amount to them for the duration of the arbitration process. Once the deposit scheme has concluded its investigations it will apportion the deposit accordingly. Both yours and your Landlord's statutory obligations to take legal action through the County Court is unaffected.

Are disputes common?

The number of disputes referred to MyDeposits and the courts is low in comparison to those agreed amicably.

If followed, the steps outlined in this guide will help reduce the chances of problems arising and will also help to speed up the process of returning your deposit.

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Cleaning Checklist

Fair wear and tear aside, the property should be returned in the same condition it was handed over to you, which includes having the property professionally cleaned. Remember to ensure that **all your belongings are removed** from the property, including refuse, garden waste, unwanted clothes and redundant furniture, otherwise you will be charged for their removal and disposal.

To help avoid problems later on, we have provided this checklist to confirm the areas which need particular attention, all of which will be taken for granted by any reputable professional cleaner.

Please remember that cleaning to a good domestic standard is **NOT** the same as a professional clean.

These lists are **NOT** exhaustive and you will need to check the entire property against your check-in document.

All Rooms

Light Bulbs

Replace all blown bulbs and lamps, including those illuminating work surfaces

Carpets

Vacuum and professionally clean, paying particular attention to edges and underneath furniture

Vinyl & Tiled Floors

Wash, polish and clean

Walls, Sockets & Light Switches

Dust and clean to remove scuffs, finger marks and cobwebs

Coving

Remove cobwebs

Ceiling

Remove cobwebs

Paintwork

Clean and dust skirting boards, architraves, picture rails, dado rails, door frames, window frames and sills

Furniture

Clean and polish, including the inside of drawers and cabinets and return to its original position

Soft Furnishings

Wash/clean all covers and vacuum, including beneath cushions. For leather upholstery wipe with a clean damp cloth and treat using leather nourishing cream, and **NOT** furniture polish

Curtains, Pelmet, Blinds & Net Curtains

Vacuum, professionally launder/clean, press and re-hang

Windows

Clean and polish inside and out, including between secondary glazing

Ceiling & Wall Lights

Clean, remove cobwebs (including shades) and replace blown bulbs

Kitchen

- Units**
Clean inside and out, including drawers and cupboards
- Work Surfaces**
Clean and polish
- Sink Unit, Taps and Faucets**
Remove all lime scale and water marks, clean and buff
- Cooker/Stove**
Clean and degrease including any grill pan & oven racks
- Fridge & Freezer**
Defrost, clean inside and out and deodorise. Switch off at mains and leave door(s) ajar
- Dishwasher/Washing Machine**
Clean inside and out including: soap and fabric softener drawer, filters and rubber seal. Run cleaning cycle to remove limescale
- Tumble Dryer**
Clean inside and out ensuring filters and hoses are cleaned thoroughly
- Microwave**
Clean inside and out including turntable and grill (where applicable)
- Extractor Fans & Cooker Hoods**
Clean, degrease, replace filters and check operation of working light, replacing the bulb if required

Bathroom

- Bath, WC, Bidet & Shower Cubicle**
Remove all limescale and water marks, clean and buff
 - Taps, Faucets & Fittings**
Remove all limescale and water marks, clean and buff
 - Visible Pipes**
Clean, dust and polish where accessible
 - Shower Screens & Tiles**
Remove all limescale, mould and water marks and then polish
 - Mirrors & Glass**
Clean and polish
 - Extractor Fans**
Vacuum and wipe
-

Garage & Parking Space

- These should be left clear of your possessions, cleaned and swept
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Garden, Patio, Terrace & Balcony

- These should be cleaned, tidied and left in seasonal order

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The logo for Sorbon Estates features the word "SORBON" in a bold, black, sans-serif font. Above the letters "O" and "R" is a thick, dark red horizontal line. Below the word "SORBON" are two short, dark blue horizontal lines, one on the left and one on the right, which serve as brackets for the word "ESTATES" written in a smaller, black, sans-serif font below them.

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