



## **TENANTS GUIDANCE NOTE – CHECK OUT**

**This document is intended as guidance only and cannot be considered definitive in any way.  
If in any doubt, always seek professional advise.**

### **At the appointed check out time, we will do the following:**

- Take utility meter readings (Please ensure water meters are clean and accessible)
- Request your forwarding and contact details.
- Conduct the final inspection.
- Discuss our findings with you.
- Secure the premises, and return all keys to the agent or landlord.
- Submit our report to the instructing principal.

### **What you should do:**

- Ensure punctuality for the appointment. If you are late, we may have to abort the check out due to onward appointments which will incur additional costs which are deductible from your deposit.
- If you do not wish to be present for the inspection or cannot make the appointment time, you must notify the agent well in advance. We will gladly collect the keys from the agent and carryout the inspection without the need for your attendance.
- Complete all cleaning well in advance, as no further cleaning will be permitted once the inspection has begun.
- Remove all personal effects from the property.
- Return all items to the same locations as stated in the inventory.
- Return all keys to the inventory clerk, and provide original receipts for any professional cleaning carried out.
- Read your tenancy agreement thoroughly, and ensure you comply with the terms and conditions relating to check out.
- Do NOT return to the property for any reason without permission to do so from the agent or landlord. This will invalidate the inspection and may result in a further inspection being carried out at your expense.



## **Top tips for tenants...**

### **General cleaning...**

Always use a professional cleaning contractor that is recommended by your agent or landlord. The agent's contractors provide a comprehensive service which includes household cleaning, carpets, ovens etc and the prices are usually fixed and agreed in advance. This can offer great value when compared to using individual cleaning specialists. Most importantly, they know exactly what needs to be done to meet the check out standards.

If you do not clean the property to an adequate standard for the next tenants the agent may need to employ a contractor at short notice which could cost you considerably more.

### **Carpets...**

Use a specialist company as recommended by the agent. The carpets must be cleaned using the steam extraction methods to produce the best result.

Under no circumstances should you use a DIY machine as they rarely ever produce a satisfactory result and can actually damage the pile through excessive water.

If you have any stains or spillage marks ensure you tell the contractor what caused this so they can apply the most appropriate pre-treatment giving them the best possible chance to remove the marks.

Permanent stains or damage can lead to compensation charges or in more severe cases the carpets may need replacing.

If the carpets were not fully cleaned before you moved in they may still need cleaning due to further soiling or traffic marks. Technically, you may not be responsible for 100% of the cleaning cost but it can help speed up the deposit return process if this is done before you check out.

### **Decor...**

Remove finger prints and excessive marks from the decor. Whilst reasonable wear and tear is expected, your fingerprints to walls and doors is quite clearly a cleaning issue.

### **Curtains...**

Look behind the curtains for dust or water stain marks. If they need cleaning it should be done by a dry cleaners giving you sufficient time to re-hang them before check out.

If they need cleaning after your check out you will also incur costs for labour to remove and re-hang the curtains.

Do not wash the curtains in a washing machine as this will invariably cause shrinkage and they may then need to be replaced.

Remove dust from slatted blinds where fitted.



### **Kitchens...**

Quite often the most difficult part of the property to clean. Pay particular attention to the following hotspots often missed:

- De-grease extraction hoods – always fit a new clean filter where applicable
- Washing machine soap box and door seals to be cleaned of soap deposits or mould
- Dust and debris in the appliance recesses
- Defrost and deodorise the fridge freezer (leave open/ventilated afterwards)
- Clean greasy marks from underside of wall units
- Clean door edges and trim panels of the dishwasher
- Remove splash marks from inside the microwave

### **Bathrooms...**

Limescale deposits must be removed from bathroom fittings and sanitary ware. Even the toughest scale can be removed if the correct products are used. As with all chemical products they must be used in accordance with the manufactures instructions and with care to prevent damage to chrome finishes etc. Once again, we recommend this is left to the professionals.

Pay particular attention to the following hotspots:

- Scale to upper rims of WC
- Scale and water marks to tiles
- Scale to base of taps and fittings
- Dust to extraction fans
- Mould spots to silicone sealant

### **Lighting...**

Replace all blown or missing light bulbs. If this needs to be done after your check out you will incur costs for the bulb(s) and the labour to buy and fit them.

Ensure all fittings and shades are free from dust, pay particular attention to up-lighter shades which are notorious for heavy dust deposits.

### **Gardens...**

Neglected gardens can take many days to get back to a good order. Start well before the check out to ensure rainy days do not interfere with the work. Cut the grass and clear all weeds and leaf fall which should be removed from the property.

### **Upholstery...**

If this was new or clean at start of tenancy get it cleaned. Fabric covers to furniture are seat pads are prone to greasy marks and general discolouration.

Thoroughly vacuum the underside of seat cushions.

Leather furniture should be treated with a good quality leather care kit.



### **Linen...**

Freshly launder the linen, iron and leave folded. Do not make up the bed as it will have to be removed for inspection at the check out.

Pillows become stained and marked through normal use and are not very hygienic for the next tenant so these should be replaced.

### **Windows...**

Book a window cleaner well in advance so the windows can be cleaned a few days prior to check out. When cleaning the internal glass don't forget to clean the frames which often become soiled by traffic film.

### **Breakages...**

Replace broken or missing items with a good suitable equivalent. If in doubt about suitability please liaise with the landlord before purchase.

If the agent or landlord needs to expend time sourcing an item then you will invariably incur additional costs for the procurement and delivery.

### **Keys...**

Ensure you have all the keys ready for inspection at check out. Missing keys (particularly the main entry keys) could incur lock replacement costs.

### **Mould & Mildew...**

There are two types of mould and mildew that can develop during a tenancy:

- 1) Low level damp penetration to outer walls normally creeping up the walls from the bottom. In most cases this indicates a maintenance issue for the landlord.
- 2) High level mould normally seen on ceilings, silicone sealant around bath fittings and window frames. This is almost certainly caused by a combination of high humidity and lack of ventilation.

In either case, the problem should be kept under control or even eradicated by using a good quality proprietary treatment readily available from retailers. In our experience, the most effective brand is *Hagesan Mould Spray* which can be purchased from [www.amazon.co.uk](http://www.amazon.co.uk)

### **Dust & polish...**

Finally, ensure all dust and cobwebs are removed. Start at the highest point of a room working downwards.

Pay particular attention to the skirting boards and corners of the ceiling.