



A Flat In Town

TENANT MOVE OUT PACK

Move Out Information

Please read through this pack thoroughly. It outlines all the general procedures you need to be aware of when you vacate your property. If you have any questions, then you are welcome to contact us.

General

When leaving the flat it is important that you leave everything as you found it. Your inventory will be an invaluable guide for this. If you have broken plates/glasses etc then these should be replaced. If there are any minor damages then these should be fixed. Our handyman, George 07976007814, may be able to help and he is very good if there is any paintwork that needs touching up. This is not usually necessary, but occasionally an accident will mean that a ceiling/wall will need to be repainted and with the right tradesman this can be surprisingly reasonable. Anything major needs to be run by us first.

Ensure that all furniture and all inventory items are returned to their original location, all light bulbs are working and that you have checked both in and under all furniture for stray possessions. All personal possessions must be removed. The kitchen in particular should be ordered as per the inventory. Please check the smoke alarm is working. Please note that any surplus items will be removed at your cost. Please note, as per your application form, that if we organise any work on your behalf, there is commission of 18% (15% + VAT) on top of the invoice.

We would appreciate you letting us know of any maintenance issues that need addressed or suggestions you have. Please also advise of any costs you are aware of that would assist future tenants eg. stair cleaning. Please complete this information on the MO form attached.

A move out inspection will be carried out by A Flat In Town as soon as possible after the key return. Please note that after the end of your tenancy, you will not be permitted to re-enter the property to rectify any problems.

Cleaning

Enclosed is a list of cleaning that must be carried out before vacating the property. (Please note this includes all carpets/upholstery, ovens and windows to be cleaned to a professional standard) It is expected that this will take at least one full day of all tenants participating in the clean. Please note that even when each item has been cleaned, you should then go round ensuring everything is shining and polished. We understand that items can have been cleaned, but if there are water marks or streaks they do need going over to ensure they look clean too.

Professional cleaners will be sent in if the flat is not immaculate on exit. Even the reasonable ones can cost a surprising amount of money! Please note that if we organise any work on your behalf, there is commission of 18% (15% + VAT) on top of the invoice. If you feel that you are unable to carry out the full list we would recommend that you ask professionals to come in.

Please note that work should be completed by the end of the lease (midday of the last day of your tenancy) and most companies will need to be booked in well in advance. Proof that a professional company has been used is not proof that the job has been done thoroughly as unfortunately some companies are not as thorough as others. We would recommend showing the cleaners the attached list. Finally, please retain the itemised invoice and forward us a copy so that we have a record of what has been carried out.

Companies we have used for specialist areas and would recommend are:

Carpets and upholstery: Dirt Master (<http://www.dirtmaster.co.uk>)

Windows: Rise N Shine (01316569464)

Oven Cleaning: OvenU (0800 140 9800)

Utilities

It is your responsibility to tie up your own bills. Please take meter readings on exit and as well as letting the companies know, pass on your new address and fill in the information on the enclosed form. We need to confirm the bills have been tied up properly before we process the deposit for you and this information is crucial to the process.

The phone, broadband and council tax also need to be settled. If you do not finalise these, you will be paying for the next tenants. Again, make sure that the council, broadband provider have your new address.

Post

We are not able to forward any mail. You should contact the Royal Mail and arrange for automatic redirection. Please note that they require at least a weeks' notice to set up a redirection.

Keys and Parking Permits

You need to return all sets of keys to A Flat In Town. It is not acceptable to leave them in the flat. Clearly label them and ensure that you do not leave any of your own keys with the sets. Make sure that when you leave the flat that you have locked up properly. Keys should be back with A Flat In Town by midday of the last day of your tenancy and if they are not, you may be charged for extra days rent or the locks to be changed.

It is also very important to return any parking permits supplied with the property. Please enclose any permits with your keys.

Rent

Please stop your standing orders. We cannot do this for you and if rent continues to be paid then there will be an administration fee deducted from the returned sum for processing the payment for you.

Deposit Procedure

Your deposit is held with Safe Deposit Scotland. Following our End of Lease Inspection we will email you the inspection notes and advise you of any potential deductions.

- *If there are no deductions*, we will email you with a deposit statement for your review and contact Safe Deposit Scotland with our Deposit Repayment Proposal.
- *If there are issues* to sort out (the most common being damages or cleaning), then the process will take longer as work will need to be organised. We cannot process the deposit until we receive all relevant invoices. We ask that any queries by yourself regarding the work are made within 48 hours of receiving the End of Lease Inspection email. Please note that if we organise any work on your behalf, there is commission of 18% on top of the invoice. Once we have all the bills submitted, we will process the statement for you to see and then submit the proposal to Safe Deposit Scotland.

In the case of a joint tenancy, the lead tenant will be contacted by Safe Deposit Scotland for the deposit return.

For details on how Safe Deposit Scotland process the deposit back to you, please see the attached link to the SDS Factsheet on this:

<https://www.safedepositsscotland.com/resources/files/JUN19%20How%20do%20I%20get%20my%20deposit%20back.pdf?view=1>

To minimise any delay please let us know if there is anything that may cause problems. We hope to return full deposits to most of our tenants, but this does mean that everything has to run smoothly at the end of the let.

Please follow all the steps outlined in this letter.

If we do find any issues we will be in touch to discuss these with you so it is important that you complete the attached sheet with all your up-to-date contact details.

Please remember to complete all sections of the enclosed Move Out Form which is crucial to tying up your deposit return.

Finally, we hope you have enjoyed your stay in the flat.

A Flat In Town

Cleaning List

Floor Coverings:

All carpets / rugs throughout must be professionally shampooed.

Brush and mop all hard floor surfaces, scrubbing if necessary to remove scuffs on suitable surfaces.

Walls & Painted/Varnished surfaces:

If possible remove any marks with a suitable mild detergent.

Remove any hooks and smooth over the holes.

Repaint areas that have deteriorated during your tenancy if necessary (see para 2). *Please do not touch up individual marks.*

Wash down doors and skirting boards.

Windows:

Ensure all windowpanes are clean (interior and exterior)

Wash net curtains/dust blinds.

Dry-clean curtains if marked/if you are a smoker.

Kitchen and Utility:

Thoroughly clean all cooking appliances (interior and exterior), including hood and extractor.

Replace cooker hood filter.

Defrost and clean fridge/freezer leaving it unplugged with the door open.

Clean detergent dispensers, filter and door seals in washing machine/dishwashers.

Wash down tiled surfaces/worktops/cupboards/drawers (interior and exterior).

Clean and polish taps.

Clean all tableware and cooking implements, even if unused during the tenancy.

Remove all food items.

Ensure that the top and underneath of wall units are cleaned including kick plates.

Bathrooms and Bedrooms:

Clean and polish bathroom and shower suite, not forgetting to clean behind and under where accessible.

Clean shower screen/curtain/door panels.

Wash down tiled surfaces and grout, bleaching to get as clean as possible if applicable.

Wash down vanity units and cabinets inside and out.

Vacuum/dust the interiors of drawers, wardrobes and cupboards.

Polish mirrors and reflective surfaces.

Launder all linen, press and remake beds.

Other Areas:

Dust/wipe all radiators and heaters, including behind and under.

Dust/wipe down all furniture, electronics and ornaments.

Vacuum all soft furnishings and upholstery.

Ensure that the vacuum cleaner is empty/has a clean bag and all filters are clean.

Tidy any private garden/patio/window boxes.

Remove all self-adhesive hooks, tape, Blue tack and adhesive panels.

Wipe down lampshades and ensure that light switches and sockets are mark/dust free (please do not use water near electricity).

Clean exterior of extractor fans and where there is a removable cover, clean interior.

PLEASE COMPLETE THIS FORM AND HAND IT IN TO OUR OFFICE ALONG WITH YOUR KEYS. WE WILL NOT BE ABLE TO FULLY PROCESS YOUR DEPOSIT WITHOUT THIS INFORMATION.

Property address	
Tenant(s)' Contact Details Name/Phone number/Email	
Gas Supplier/Account No	
Gas Meter Reading	
Average Monthly Gas Cost	
Electricity Supplier/Account No	
Electricity Meter Reading	
Average Monthly Electricity Cost	
Telephone supplier/Number	
Council Tax Customer Reference Number	
Forwarding address(es) for all tenants	
Any useful information for new tenants eg. any communal costs/stair cleaning charges etc? Any maintenance issues that need addressed?	