



CHECKOUT MANUAL 2023 | VACATING THE PROPERTY

Prior to the Check Out

You will be required to return all keys to our office on the last day of your tenancy. You will be charged rent daily until we have received all keys.

Please provide us with your forwarding address and bank details. In the case of a joint tenancy, the deposit will only be returned to one nominated account.

You will be expected to clean the property ensuring that all light bulbs are in working. Please pay particular attention to the following areas:

- **Flooring** – clean hard flooring and vacuum any carpets
- **Woodwork** – dust all skirting boards, doors, architraves, windowsills
- **Kitchen appliances** – clean the oven (including the racks, door, grill pan and any trays provided). Ensure that the extractor hood filters are clean or replaced if necessary. Clean and defrost the fridge freezer, leaving the doors ajar and make sure the washing machine tray and seal are clean.
- **Bathrooms** – remember to clean underneath the toilet seat, ensure that the bathroom suite is clean and that any stainless steel is free from limescale.
- **Rubbish** – ensure that all rubbish is removed from the property, please do not leave excess rubbish in the bins provided. You will be charged for the removal of any items left in the property that are not noted on the inventory.
- **Garden/outside space** – lawns, borders and bushes must be cut, and the clippings removed.

Mail Redirection

You will be responsible for redirecting any mail to your new address. We will not be responsible for any post mail that is delivered to the property after you have vacated.

Final Rent Payment and Standing Order

Your property manager will advise you of the amount of your final rent payment. Please make sure that you cancel your standing order once we have received your last payment.

Removals

We can recommend Bristol Removals who offer a full range of removal and storage solutions as well as end of tenancy cleaning. They can be contacted on 0117 279 3745.

The Check Out

We will aim to carry out a final inspection of the property on the next working day after your tenancy has ended.

You do not need to be present for this inspection. A check out report will be sent to you shortly after by your property manager.

Whilst we take into consideration some wear and tear to the property, anything beyond this will be noted and we may propose some deductions from your deposit.

Meter Readings

We will take meter readings however it is your responsibility to close your accounts with the utility providers.

If you changed the providers during your tenancy, please let us know.

Post Check Out

We will notify you of any deductions within 10 working days. All tenants must agree in writing to these deductions before any monies can be released.

If you do not agree to the deductions, you will have the option to raise a dispute with the deposit protection scheme.

In this circumstance, we will release the undisputed amount of your deposit to you and the disputed amount will be transferred to the deposit protection scheme when requested.