IMPORTANT END OF TENANCY INFORMATION

If you are planning to end your tenancy, please find below some helpful information for you to start preparing the property to be returned to your Letting Agent.

Your last rent payment will be calculated on a pro rata basis which means you do not have to give notice on the anniversary of your tenancy commencing. The final rent is calculated as follows:

Monthly rent x 12 / 365 = daily rate x days of pro-rata month

You will need to refer to your Inventory so if you can't find your copy, please email us for a copy lucilla@elpm.co.uk.

Below you can find further guidance highlighting the condition in which the property should be returned, along with general move out guidance. We urge you to work through this in detail and prepare the property as outlined to ensure a full deposit return.

Please note that after the tenancy has ended you will not be permitted to return to the property to attend to any outstanding matters. If the matters set out below have not been attended to this may result in deductions being made from your deposit to cover the cost of remedial works.

We would appreciate it if you could advise if there are currently any maintenance issues which require attention. In addition, we would love to hear any feedback on the property.

We wish you all the best with the big move and please don't hesitate to get in touch should you have any questions.

END OF TENANCY INFORMATION

As getting organised to move out of a property can be a very busy and stressful time we have detailed below a checklist followed by more detailed guidance you may find helpful.

- ○ Confirm end of tenancy inspection with letting agent
- ○ If not available for a joint end of tenancy inspection, arrange for keys to be returned
- ○ Cancel standing order for rent
- ○ Adjust last rent payment if this is a pro-rata amount
- ○ Arrange for mail forwarding (Redirect your mail | Royal Mail Group Ltd)
- ○ Arrange a professional cleaner if required (if you choose not to carry out cleaning yourself)
- ○ Arrange for specialist cleaners if required (i.e. carpet cleaners, window cleaners)
- ○ All personal belongings must be removed from the property, including bedding, food etc. Only those items specifically mentioned on the inventory should remain in the property
- ○ All furniture and supplied items should be returned to the rooms identified on the inventory
- ○ If a private garden forms part of the property, this should be left in good order with grass, hedges etc. cut
- ○ Take meter readings, contact utility providers and close down utility accounts on the final day of the tenancy
- ○ Contact council and close down council tax account on the final day of the tenancy

End of tenancy inspection & key return

Whilst you are welcome to take part in the end of tenancy inspection you are by no means obliged to do so. Please let us know if you are unable to make the end of tenancy inspection so alternative arrangements can be made for the key return. A full end of tenancy inspection report with any findings will be emailed out. This will also advise on any potential deposit deductions.

Inventory

Please refer to your Inventory in order to return any furniture and other supplied items (for furnished properties) to the original rooms. Please do not leave anything behind that is not noted in the inventory, even if you think this may come in handy for the next tenant. The removal of items left behind or moving large pieces of furniture back to the room as noted on the inventory may incur a deposit deductible cost.

Damages

If damages, as opposed to wear and tear, have occurred during your tenancy, these should be dealt with prior to the end of tenancy inspection. For example, if walls have been damaged by excessive use of picture hooks, sticky adhesives etc. you may find that simply touching up the affected areas will make the wall look patchy especially if the incorrect paint has been used. In this case the entire wall should be painted instead of touched up. Please don't hesitate to get in touch, if you require a note of the original paint type and colour.

Utility accounts

At the inventory check, final meter readings for the utilities (gas/electricity/oil etc.) will be taken. You should then contact the suppliers to provide them with these readings and close down your account, requesting that they send the final bills to your new address. If your property is heated via oil central heating, please ensure that the oil tank is topped up to the level as noted at the start of the tenancy. Please also ensure that any accounts for telephone, broadband and TV license are closed down by the date of your departure.

Council tax
You will need to inform the local authority of the date your tenancy ends (even if you moved out on an earlier date) and provide them with your forwarding address.

Rent payments
If you pay your rent by standing order, please ensure that you instruct your bank to cancel this at the end of your tenancy. Failure to do so will result in the bank continuing to pay rent after you have left the property.

Forwarding mail
Please make arrangements with the Royal Mail for mail redirection. Please note that they require at least a weeks' notice to set up a redirection Redirect your mail | Royal Mail Group Ltd). Any mail that arrives at the property after you have vacated will be returned to sender.

Deposit
Your deposit is held by **SafeDeposits Scotland**. If any deposit deductions need to be made, we will contact you with details of these as soon as possible after the inspection. Please note that where deductions are required in line with the terms of your lease, we will need to wait for the contractor(s) invoice(s) before arranging the deposit return. This means that it may take a little time to get final figures, as we'll be relying on trades availabilities. We will lodge the deposit repayment proposal once all figures are in, and have run this past you.

You also have the option to lodge your own deposit repayment proposal with the tenancy deposit scheme provider once the tenancy has ended. You can request the deposit refund online by going to the tenancy deposit scheme provider's website.

Forwarding address
It would be very helpful if you could pass along a note of your forwarding address to tie up your tenancy.

END OF TENANCY CLEANING CHECKLIST

Please note that an end of tenancy clean will require a deep clean instead of a general, weekly clean and as such is more labour intensive. The cleaning checklist below covers all arears which will be checked for cleanliness.

Please note that missed cleaning is not considered wear and tear and any associated cleaning costs may result in deposit deductions, unless deficiencies in the start of tenancy cleanliness were identified on the opening inventory/schedule of condition and not rectified at the time.

Access to the property to carry out any missed cleaning after the end of the tenancy is not permitted and as such any cleaning must be carried out before the end of tenancy inspection.

To reduce any potential misunderstandings in terms of acceptable levels of cleanliness, expectations are as follows:

- Property must be free of stains and marks
- Reflective surfaces must be free of streaks and polished
- All surfaces must be free of dust
- Some arears may require scrubbing instead of wiping
- Care should be taken not to use excessive water on electrical goods, sockets, and wooden/laminate flooring

Professional cleaning companies

Where tenants choose to use a professional cleaning company, this should be booked in advance and the cleaning carried out prior to the end of tenancy inspection. Cleaners can become booked up in advance during particularly busy periods and it pays to be organised ahead of time.

It is also worth bearing in mind that general cleaners may not be able to carry out specialist cleaning such as carpet cleaning (shampooing) or cleaning the exterior of windows. Where this is required, tenants may need to book in additional contractors.

Pets

Where pets have been living with you during your tenancy, carpets and other soft furnishings (i.e. sofas, curtains, etc.) should be washed/shampooed even if they have been thoroughly vacuumed. The next tenant(s) may be allergic to some pets in which case even thoroughly vacuuming the property could still trigger allergies.

Hall

□, □, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	
	Tidy room and ensure no items other than noted on the inventory are present	
	Floors: Vacuum/shampoo or vacuum and mop	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds (incl. exterior of door and threshold)	
	Door mats (vacuum/wash)	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	

	Windows above doors	
	Wash/dry-clean curtains, wipe down blinds	
	Radiators & heaters, incl. behind and underneath	
	Sockets, light switches, door entry phone handset	
	Wipe down/polish pictures, mirrors, lampshades	
	Dust/wipe down all furniture/electronics/ornaments	

Living Room

□,□, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	
	Tidy room and ensure no items other than noted on the inventory are present	
	Floors: Vacuum/shampoo or vacuum and mop	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	
	Wash/dry-clean curtains, wipe down blinds	
	Radiators & heaters, incl. behind and underneath	
	Sockets, light switches	
	Wipe down/polish pictures, mirrors, lampshades	
	Dust/wipe down all furniture/electronics/ornaments	
	Wash/vacuum all soft furnishings and upholstery incl. under cushions	
	Underneath and behind all furniture	
	Empty, wash and sanitise bins inside and out	

Kitchen

□,□, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	
	Tidy room and ensure no items other than noted on the inventory are present	
	Floors: Vacuum/shampoo or vacuum and mop	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	
	Wash/dry-clean curtains, wipe down blinds	
	Radiators & heaters, incl. behind and underneath	
	Sockets, light switches	
	Wipe down/polish pictures, mirrors, lampshades	
	Dust/wipe down all furniture/electronics/ornaments	
	Empty, wash and sanitise bins inside and out	
	Remove all food items	
	Clean all kitchenware even if not used during the tenancy	
	Inside, underneath, front and top of all cupboards incl. built in lights	
	Cupboard doors and drawer fronts (inside & out)	
	Wash down worktops, splashbacks, upstands & kickplates	
	Clean and polish sink, draining board and tap(s)	
	Exterior, filters and interior or fans and cooker hoods	
	Oven inside and out, incl. oven door, handles and dials	
	Washing machine incl. dispenser drawer, washing machine door and seal	
	Defrost fridge/freezer and clean, unplug/turn off where possible and leave door(s) open	
	Dishwasher incl. dispenser, filter, inside appliance, door (inside & out) and door seal	

	Clean toaster incl. bread crumb drawer	
	Clean and descale kettle	
	Clean/polish all other appliances	

Bathroom

□, □, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	
	Tidy room and ensure no items other than noted on the inventory are present	
	Mop/wash floor	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds	
	Wash all tiled/wet walled areas, clean behind and under bathroom suite here accessible	
	Ensure grouting and mastic sealants are clean and free of mould	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	
	Clean shower screen	
	Wash/launder shower curtain	
	Clean blinds/wash curtains	
	Radiators & heaters, incl. behind and underneath	
	Sockets, light switches	
	Wipe down/polish pictures, mirrors, lampshades	
	Dust/wipe down all furniture/ornaments	
	Clean exterior of bathroom fan (interior where cover is removable)	
	Empty, wash and sanitise bin inside and out	
	Launder/wash bath mats & towels where provided	
	Clean vanity units inside and out	
	Clean and polish bathroom suite (basin, bath, toilet)	
	Clean/polish shower incl. console, shower hose, riser and head	

En-suite

□,□, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	
	Tidy room and ensure no items other than noted on the inventory are present	
	Mop/wash floor	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds	
	Wash all tiled/wet walled areas, clean behind and under bathroom suite here accessible	
	Ensure grouting and mastic sealants are clean and free of mould	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	
	Clean shower screen	
	Wash/launder shower curtain	
	Clean blinds/wash curtains	
	Radiators & heaters, incl. behind and underneath	
	Sockets, light switches	
	Wipe down/polish pictures, mirrors, lampshades	
	Dust/wipe down all furniture/ornaments	
	Clean exterior of bathroom fan (interior where cover is removable)	
	Empty, wash and sanitise bin inside and out	
	Launder/wash bath mats & towels where provided	
	Clean vanity units inside and out	
	Clean and polish bathroom suite (basin, bath, toilet)	
	Clean/polish shower incl. console, shower hose, riser and head	

Bedroom 1

□,□, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	

	Tidy room and ensure no items other than noted on the inventory are present	
	Floors: Vacuum/shampoo or vacuum and mop	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	
	Wash/dry-clean curtains, wipe down blinds	
	Radiators & heaters, incl. behind and underneath	
	Sockets, light switches, door entry phone handset	
	Wipe down/polish pictures, mirrors, lampshades	
	Dust/wipe down all furniture/electronics/ornaments	
	Clean underneath and behind bed/furniture	
	Vacuum mattress	
	Inside cupboards/drawers/wardrobes	
	Launder any provided mattress protectors	
	Empty bins	
	Clean and sanitise bins	

Bedroom 2

□, □, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	
	Tidy room and ensure no items other than noted on the inventory are present	
	Floors: Vacuum/shampoo or vacuum and mop	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	
	Wash/dry-clean curtains, wipe down blinds	
	Radiators & heaters, incl. behind and underneath	
	Sockets, light switches, door entry phone handset	

	Wipe down/polish pictures, mirrors, lampshades	
	Dust/wipe down all furniture/electronics/ornaments	
	Clean underneath and behind bed/furniture	
	Vacuum mattress	
	Inside cupboards/drawers/wardrobes	
	Launder any provided mattress protectors	
	Empty bins	
	Clean and sanitise bins	

Bedroom 3

□,□, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	
	Tidy room and ensure no items other than noted on the inventory are present	
	Floors: Vacuum/shampoo or vacuum and mop	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	
	Wash/dry-clean curtains, wipe down blinds	
	Radiators & heaters, incl. behind and underneath	
	Sockets, light switches, door entry phone handset	
	Wipe down/polish pictures, mirrors, lampshades	
	Dust/wipe down all furniture/electronics/ornaments	
	Clean underneath and behind bed/furniture	
	Vacuum mattress	
	Inside cupboards/drawers/wardrobes	
	Launder any provided mattress protectors	
	Empty bins	
	Clean and sanitise bins	

Cupboard 1

□,□, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	
	Tidy cupboard and ensure no items other than noted on the inventory are present	
	Floors: Vacuum/shampoo or vacuum and mop	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	
	Sockets, light switches	
	Wipe down shelving/lampshades/other items noted on the inventory	

Other rooms

□,□, N/A	Areas/tasks	Comments
	Remove cobwebs from cornicing, ceilings, walls etc.	
	Tidy room and ensure no items other than noted on the inventory are present	
	Floors: Vacuum/shampoo or vacuum and mop	
	Skirtings, wooden panelling, other woodwork	
	Doors, door frames, door surrounds	
	Window frames incl. windowsills (external & internal)	
	Windows inside	
	Windows outside	
	Wash/dry-clean curtains, wipe down blinds	
	Radiators & heaters, incl. behind and underneath	
	Sockets, light switches, door entry phone handset	
	Wipe down/polish pictures, mirrors, lampshades	
	Dust/wipe down all furniture/electronics/ornaments	