

Check-out Information - General Guidance

On the checkout day, we would like only the lead tenant to be present for the check-out inventory. If the lead tenant isn't available, please let us know who will be nominated for the task.

Extra people can make the process take longer, so please ensure only one person is present for the check-out inventory.

We realise that checkouts and deposits can be contentious, and we want to be fair. It is your responsibility to return the house in the same state as it was when you received it, less fair wear and tear.

Please bear this in mind as you do the cleaning, gardening and sorting of rubbish to reinstate the house to its check in condition. We are committed to treating you fairly and ask that you are fair to us in preparing for your checkout.

Whole House Check-out

Your rooms and communal areas will need to be cleaned and your belongings removed before we arrive. Please follow the guidance and read our cleaning checklists carefully.

It is much better if you can return the house to us cleaned to a professional standard than if we have to pay someone to do it for you.

Partial check-out (i.e. some people leaving)

Those of you who are staying another year will not have their rooms inspected, but you will still need to read the communal area checklists.

There may be a few days between the old tenants checking out, and the new tenants checking in. Those of you who are staying another year will not be paying rent to live in the house (but you can stay there). Please move all your belongings from the communal areas to your bedrooms in between tenancies to avoid any of your items being thrown away by mistake and charge you for the disposal.

We will have teams of cleaners, decorators and repairers around between the tenancies, please expect them between 8am - 6pm. **Please help with cleaning the house and making it welcoming for the new tenants. If the cleaners have visited, you must make sure the house remains in the clean state it was when the cleaners left until the new tenants check in.**

It would be helpful if all staying on tenants would let us know whether they plan to be living in the house during this time. Please send us an email if this is the case.

For those of you who are leaving:

Your bedroom is your responsibility; you will need to:

- deep clean your room following our guides to using suitable cleaning products (see cleaning product sheets for suggestions)
- replace any bulbs that are not working.
- ensure all furniture provided in your tenancy is left clean and undamaged (this includes mattress protector, waste bin, light shade, internet cables etc.)
- remove all rubbish and recycling, ensuring your house black bin is no more than half-full at checkout.

Any deposit deductions made in your bedroom will be your individual liability.

Any additional cleaning and gardening to return the house to the standard it was when you checked in will be chargeable as a deposit deduction. The companies we hire for this will provide invoices so you will have a clear breakdown of any additional charges.

If you would like to check the video inventory made at check in, please let us know and we can arrange this for you.

The window cleaner will clean your windows either before or after your check in day, so if you see someone with a ladder - do not be concerned as they are there to clean your windows.

Check out attendance and keys:

Maximum one tenant per checkout as mentioned above. If none of you can attend the checkout, we can supply a video afterwards.

If none of you were not able to be present at checkout and have requested a video, we will discuss any questions you may have after you have watched it. However, it's much better if we can discuss the condition of the house with you at the time when we do your checkout so please try to arrange for someone to be present.

Our aim is to be fair with you and it is clearly much easier to discuss any issues with you at the house at the time, than afterwards by email.



Keys:

If you are leaving but are not attending the checkout, please leave your key in your door, or push it under your bedroom door, having locked the door beforehand.

Please do not send your key to the office or leave it anywhere else. If we can't find it, we will have to replace it and charge you for this. If it turns up later and you return it to our office by registered post, we can refund you for the additional key.

Items left in the house:

Please note that any items left in the house will be disposed of unless we deem them to be items of value. There will be a charge for disposing items as mentioned above in the 'Rubbish' section. Items we deem to be of value may be kept for a short period for safekeeping. Please call the office on 0117 911 8282 to collect any items you think you may have left behind.

Standing Order:

Your standing order, which is an instruction for rental payments to us, should normally finish on 1st June; however, it is your responsibility to double-check with your bank that extra payments won't be paid from your account after this date. If there have been any overpayments, we will return these as soon as possible. Please note there will be an administrative fee charged for this.