



## End of Tenancy Guidance – Handing back the Property

In accordance with the terms of your tenancy agreement, you have two main obligations to consider when ending your tenancy:

- 1.The property and contents should be handed back in the same condition as they were at the beginning of the tenancy, but allowing for normal wear and tear.
- 2.The rent must be paid up to date, and all utility bills settled.

Once the final checkout has taken place, you will not have access to the property, and therefore any remedial work will have to be carried out by contractors at your expense.

## The Checkout

On the day your tenancy expires, you should drop the keys off at 3Keys office by 12 noon, along with proof that all utility accounts have been paid up to date, and details of your forwarding address (to enable us to return your deposit). Once you have done this we will arrange a check-out of the property; during the checkout one of our staff members will check the condition of the entire property and contents against the original inventory, and record gas and electricity meter readings if relevant. You will receive a written statement of dilapidations and/or deductions to be made from your deposit through the post.

The following notes are intended to help you prepare for the checkout, so that the event runs smoothly, and to minimise the risk of misunderstandings, deductions from your deposit, last minute problems or surprises:

## The Inventory

It is a good idea to start your preparations by running through your copy of the inventory to remind yourself about the contents and condition at the start of the tenancy, and to check for damaged or missing items. If you do not have your original inventory to hand, copies are available from 3Keys at a cost of £10.00 each.

## Normal Wear and Tear

Please note that normal wear and tear does not include damage, nor excessive wear and tear.

### Preparing the Property and Contents

- 1.All soft furnishings especially carpets, curtains and mattresses should be left clean, paying special attention to any heavy stains and marks if applicable. This may mean having carpets professionally cleaned and curtains dry cleaned and pressed.
- 2.All kitchen utensils, equipment and appliances should be cleaned, the fridge freezer defrosted, food should be removed from all the cupboards and all hard surfaces should be washed down and cleaned, including the kitchen floor, which must not be 'sticky'.
- 3.All bathroom/WC furniture and fittings should be thoroughly cleaned with a proprietary bathroom cleaner/disinfectant paying particular attention to any stains or marks.
- 4.All the woodwork, skirting boards etc. should be washed down.
- 5.Any linen, towels etc. should be laundered and pressed and left in the appropriate places.
- 6.All items of furniture should be dusted, cleaned and left in the appropriate rooms.
- 7.All electrical goods and appliances, including light bulbs and any garden equipment should be in good working order.
- 8.Gardens and patio should be free from weeds and lawns cut.
- 9.No rubbish should be left on the premises, except in the wheeliebin.
- 10.All sets of keys must be handed over. Internal keys for cupboards, windows etc. should be left in their locks.

## Final Bills

You should contact the appropriate offices for telephone, water rates and council tax and arrange for final bills. For gas and electricity it is generally easier to inform them of the final meter reading after the checkout. We will record these readings during the checkout.

## Mail Forwarding

You should make arrangements with Royal Mail.

## Viewings

It is possible that we may contact you to arrange to show the property to prospective tenants. It is a condition of your tenancy agreement that you allow us to do so. However we will give reasonable notice, and endeavour to do so at your convenience.

## Return of Deposit

Please note that your deposit will not be returned at the checkout. Where it is necessary for us to obtain estimates for replacements or remedial works, there may be a further delay, but we will endeavour to keep this to a minimum.

Your bond will be returned as soon as administratively possible. If a dispute arises between Landlord and Tenant at the end of the tenancy regarding allocation of the bond (deposit) 3Keys will charge £25.00 per hour for dealing with the dispute. This will be deducted from the bond.

Call:

01 302 867888

Fax: 01302 868188

[www.3keysproperty.co.uk](http://www.3keysproperty.co.uk)