

End of Tenancy!

Whether you're renewing your tenancy or getting ready to move out, it's important to understand what's expected at the end of your agreement.

If you're moving on to a new home, we've put together this simple guide to help make the check-out process as smooth and stress-free as possible.

Following these steps will help ensure the property is left in great condition and will reduce the risk of any unexpected deductions from your deposit.

OUR CONTACT INFORMATION

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Move Out Date

Your tenancy end date is clearly stated in your tenancy agreement.

Properties are typically re-let immediately, so you must vacate by this date to avoid overlap with incoming tenants.

You may decide to vacate the property early, if this is the case please let your property manager know so they can arrange with you a date and time to drop off your keys.

Property Condition

You are expected to return the property in the same clean and tidy condition it was in when you moved in, allowing for fair wear and tear.

All rooms, appliances, outdoor space and communal areas must be cleaned thoroughly.

Tenants are welcome to book a professional cleaner prior to the end of the tenancy to help ensure the property is returned to the expected standard.

Security

Lock all windows and doors before you leave.

If any window or door is damaged or cannot be locked, notify your Property Manager before vacating so that it can be repaired.

Utilities

A few weeks before your move-out date, be sure to contact your utility providers to inform them of your tenancy end date. On the day the last housemate leaves the property, take final meter readings and submit them to each provider. Request that your accounts be closed and ask for the final bills to be sent to your forwarding address.

KEYS

Returning Your Keys

All keys to the property must be returned as a complete set by the final tenant leaving the property.

Keys should only be returned directly to our office—please do not leave them in the property or post them through the letterbox. We recommend coordinating with your housemates in advance to ensure all keys are collected and returned together.

When handing in your keys, make sure to include every key you were issued, such as:

- Front and back door keys
- Bedroom keys (if applicable)
- Post box keys

Missing Keys

For security reasons, if any keys are missing, we will be required to change the locks and provide new keys for the incoming tenants.

The cost for this will be charged back to the outgoing household, regardless of who is responsible for the missing key(s).

Keys must be returned no later than 3pm on the final day of your tenancy.

Delays may result in lock changes and additional charges, so please allow enough time.

We appreciate your cooperation and hope to avoid any unnecessary costs—thank you for helping us keep the handover process smooth and secure.



GENERAL HOUSEKEEPING CHECKLIST

To avoid deductions from your deposit, please ensure the following:

Personal Belongings and Waste

All personal belongings must be removed from the property.

Rubbish and unwanted items must be disposed of properly.

Bin Management

Begin clearing the property at least two weeks before your move-out date.

Ensure wheelie bins are emptied correctly.

Property Condition

All rooms, appliances, and communal areas must be cleaned thoroughly. Tenants are welcome to book a professional cleaner prior to the end of the tenancy to help ensure the property is returned to the expected standard.

- Fridges and freezers must be emptied, cleaned, defrosted, and left with doors open.
- All floors, surfaces, kitchens, and bathrooms must be cleaned thoroughly.
- Mattress protectors should have been used. Damage or staining to mattresses will result in a charge for replacement.





DEPOSIT MANAGEMENT

Once all tenants have vacated the property and all keys have been returned to our office, your Property Manager will carry out a final inspection. This includes assessing the overall condition of the property, including communal areas, gardens, and any cellars or storage spaces.

Within 10 working days of your tenancy end date (not the date the final set of keys is returned), we will contact you to confirm whether we propose any deductions from your deposit.

If you have taken out a Reposit we have 24 days from check out to add charges to the system if deemed necessary, reposit notifies tenants as soon as we do this and you have 7 days to respond to the charges once they are added.

Deductions

What can result in deductions:

- Damage beyond fair wear and tear
- Cleaning required after check-out
- Missing items or keys
- Unpaid rent or bills

Remember, deposits are held jointly—so any deductions will apply to the entire group, regardless of who may have caused the issue.

We recommend agreeing as a group on how you will manage any potential deductions in advance to avoid any disputes later.

IMPORTANT INFORMATION

If you're unsure about any part of the process or need clarification, please contact your Property Manager. We're here to help ensure your move-out goes as smoothly as possible.