

## Moving Out 2017

We are fast approaching the end of the tenancy and wish to remind you of your obligations before moving out of your property. This includes ensuring the property is “sparkling clean” and in order everywhere prior to your locking up for the final time. We want to return your full deposits to you, so please follow the below advice to ensure this happens. Please also find a handy checklist overleaf. By not carrying out the following, you may be at risk of incurring charges and therefore deductions from your deposit.

### Returning Your Keys

Please find enclosed key label, key receipt, and a plastic bag; there is a set for each tenant. You must put the keys onto the key ring that your keys were issued with at the start of the tenancy, securely attach the label provided and complete the information required on the key label and the plastic bag. The completed key label must be stamped by the machine (situated in the office), put in to the plastic bag provided, sealed and placed in to the appropriate box in the office. You must also stamp your receipt and retain this for your records.

**You must return all your keys BEFORE 12 noon on the final date specified on your Tenancy Agreement. On No Account Should Keys be returned via the post. If you do not use the label provided, then there will be a charge of £15.00 to issue a new one.**

**For keys handed in late – after 12 noon - a charge of £50.00 will be made per tenant set.**

**For any keys handed in late – after 5pm on your final tenancy date or for any keys not returned - a full lock change will be necessary for this a charge of £250.00 per property will be made.**

When you hand your keys in you must obtain a receipt, this may be required as evidence in the future.

### End of Tenancy Cleaning

If it is necessary for cleaners to attend the property once you have vacated, each tenant will be charged a £25.00 arrangement fee and the cleaners charge £20.00 per cleaner per hour.

In cases where it is necessary for us to conduct damage assessment, and damage is recorded, then the assessment will be charged to you at £30.00 per tenant (As per your tenancy agreement).

We believe you should now be fully aware of the above obligations and trust you will honour the requirements to ensure transfers are satisfactory but if you require any further clarification please don't hesitate to get in touch with us.

Meanwhile, in anticipation, we thank you for your co-operation over the last academic year, and wish you all the best for the future.

**RNL Property Management**

## Requirements Checklist:

- Maintenance** – Should there be any maintenance issues requiring post tenancy action, this may result in delaying deposit returns so it is important you make every effort to report any of these immediately via our **online maintenance system**.
- All personal items must be removed** completely from the property including items in the cellar. We recommend to start your disposal of unwanted items now as there will inevitably be more than you realised and eventual clearing will become your major problem. Items such as cleaning products must also be removed, although you think this may be useful to the new tenants, most ask for these to be removed.
- All rubbish must be placed in the outside bins** provided by Leeds City Council. If it does not fit inside the bin, then it should be taken to a local refuse site (not placed in bags beside the bin); the closest site is situated on Meanwood Road. If you call the council on 0113 222 4406 you can get any old furniture removed from bin yards and gardens for free. If any rubbish is not disposed of correctly by midday on your final tenancy date, and we have to clear it away, then **you will be charged a minimum of £100** for this due to fines levied by Leeds City Council.
- External area of the property should be swept and tidied** ensuring all litter is properly bagged and put in the council bins.
- It is illegal to leave bins on the street** and the council's Environmental Action Team are beginning to issue fines for this. Please put your bin out the night before collection and bring it in as soon after it's been emptied as possible. If you move out before bin day, then call 0113 380 1329 and arrange for a 'Leave Leeds Tidy' warden to put it out and bring it back in after.
- All furniture needs to be placed back into the correct rooms.** Any other furniture left which does not come with the property may incur a charge for removal.
- All rooms are to be cleaned thoroughly;** bedrooms, common use rooms, halls, staircases, kitchens. Including skirting boards, and areas under beds, sofas, chairs, etc. The insides of the windows also need to be cleaned.
- All wall posters, calendars, photos etc. must be removed** leaving no marks from drawing pins, tape, or Blue Tac.
- Cookers need to be degreased and thoroughly cleaned**, including underneath. You can buy special oven cleaning kits from most retailers, which will take the hard work out for you.
- Fridges and freezers need to be completely emptied**, defrosted, cleaned, and left **switched off** for incoming tenants' immediate use (Doors should also be left open as these will start to smell).
- Bathrooms need to be cleaned** with appropriate detergents, ensuring discoloured areas and marks have been removed. Special sprays can be purchased for mildew - we highly recommend the use of these. It is recommended that sanitary-ware is left with detergent in toilets and surfaces disinfected before vacating the property.
- All electric lights should be left operational with lamps (bulbs) fitted.**
- Smoke alarms** - On no account must there be batteries removed from detectors. Replacements must be fitted immediately where required.
- Curtains and blinds must be hung correctly**, if you have had your own curtains during the tenancy and are taking them with you, the original curtains need to be put back.
- Remember to take your final meter readings** for your gas, electric, and water (if applicable) and pass these to your supplier. **All Bills need to be settled and paid to the appropriate bodies e.g. Gas/ Electricity/Water/Council tax (we will require proof that the bills are paid up to the final date specified on your tenancy agreement, and in full before any deposits are returned).** If you are exempt from paying council tax you must provide evidence of this from Leeds City Council. If you are a student you will be exempt but must obtain an exemption notice from Leeds City Council as proof. If the council will not provide this, we will accept your student certificate from your University (one per tenant). You are responsible for your bills for the duration of the tenancy, not just up until the day you moved out.
- If you have set up your own telephone or broadband** arrange to have the account closed or moved to your new address. Some suppliers request a return of the router, so you must take this with you.
- Your rent must also be paid up in full.**
- Arrange to redirect your mail** with Royal Mail as we will be unable to forward any mail on to you after you have moved out.
- You must provide us with a **“stamped addressed envelope”** with your name and the required destination of your deposit (cheque) to be returned to. Please provide this when you return your keys to us.
- When you leave the property for the final time**, you must leave your bedroom unlocked and the name of the occupant on a piece of paper on the bed. The house must be left secure using Yale/mortice and grill locks where applicable and the burglar alarm set.

# **End of Tenancy FAQ's**

## **When and how will I get my deposit back?**

We are only able to return this once your tenancy has ended. Prior to the return, you would need to provide us with confirmation that your bills have been settled to the date your tenancy ends. This should include gas, electric, water and council tax. If you were all fulltime students in the property you will be exempt from payment of council tax, however we still require you to obtain a copy of your exemption notice from the council. If you do have difficulty with this we will also accept a certificate of council tax exemption from your University individual to each tenant.

We would not process your deposit return until all bills have been received. If your rent amount is inclusive of bills you will not need to do this.

Your deposit will be returned in the form of a cheque in the stamped addressed envelope you have provided. If you have not provided this, we will use the next of kin address we hold on our records unless you update us with your forwarding address.

## **If I am moving overseas, how will I receive my deposit?**

We can return your deposit via bank transfer if this is the case, however please be aware that you will be responsible for any charges from our bank and yours, and this will be deducted from the amount.

If you prefer, we can issue your deposit to a UK resident whom you trust to return the amount to you.

## **If I move out early will I get my deposit back sooner?**

You can move out of the property earlier if you wish, however you would still be liable for your rent and utilities up to the date your tenancy ends. We cannot return your deposit until your tenancy has ended.

We hold all returned keys securely, and you are welcome to collect these at any point up to your contract end date.

## **Can I stay in the property an extra day?**

This may be possible if the property is vacant following the end of your tenancy, and provided the owner agrees to this. Please contact us towards the end of your tenancy to discuss.

If this is not possible, you may wish to consider renting a storage space to store your items for a short period. The nearest storage space is located on Kirkstall Road and will cost around £25.00 for a week.

## **Why do I have to provide you with final utility bills?**

If a tenant does not pay a bill this could cause issues for the Landlord and any new tenants. To avoid this, we ask that you provide proof that your utilities have been settled to the final date specified on your tenancy agreement. This is also as per the terms of your tenancy agreement.

## **When and where can I view any deductions to my deposit?**

We will notify you via email within 10 days of the end of your tenancy whether charges apply to you. You can view your charges at any point throughout the tenancy, and once your tenancy has ended, by logging in to your tenant area via our website [www.rnlpropertymanagement.com](http://www.rnlpropertymanagement.com). Please be aware that your charges may not be full and final until we receive your bills, and we receive final invoices from cleaning companies and contractors where applicable. At this point we can check and process your deposit return fully.

Once we have processed your deposit return we will issue a letter, cheque, and a final statement of account with a breakdown of all your charges.

## **Why am I being charged for cleaning?**

The property needs to be left in a good condition, clean and tidy, ready for new tenants to move in to. If this is found to be unclean when we inspect the property we will have no other option but to arrange for a team of cleaners to attend. Cleaning attendance is ordered in priority of high, medium and low, but we will always send cleaners within 14 days of the start of the tenancy. Cleaning a property can take some time and a lot of hard work, which can prove to be costly. The cleaning company we use charge £20.00 per cleaner per hour. Considering also the administration involved for us to organise the team, arrange access to the property, and ensure the work is thoroughly inspected

and recorded, we charge only a small fee of £25.00 per property on top of the cleaning cost.

We would hope to avoid having to issue charges for cleaning and damages, and be in a position to issue a full deposit return to you. Please appreciate that it is in our interest as well as your own to leave the property in an acceptable standard.

#### **Why am I being charged for damage caused by my housemates?**

If you have signed a joint and several liability contract, under the terms of this you are all jointly responsible for any damage caused in the property. Any charge for damage which has had to be rectified will be applied to the property and split equally between all tenants.

If one tenant wishes to accept liability for a charge, and we retain a sufficient deposit for this person, we would ask that they confirm acceptance of the charge in writing. At this point, the full cost will be applied to this tenant, and will be removed from the other tenant's accounts. If we do not hold sufficient deposit, we would need payment in full to settle the account before the charges will be removed.

#### **How can I dispute a charge I have received?**

Please elect a lead tenant to represent your group and be our contact during the dispute process. Your dispute MUST be placed in writing and sent to [disputes@rnlpropertymanagement.com](mailto:disputes@rnlpropertymanagement.com) or posted to us at RNL Property Management, Victoria House, 2 Victoria Road, Hyde Park, LS6 1AT.

In your dispute please include your name, the property address, your current contact details, which charges you believe to be incorrect and details of why you think they are incorrect, and any evidence you support your dispute.

We are unable to deal with a dispute initially on the phone or in person as it can take some time to look in to each individual charge and provide you with a full response. We work between the Tenant and the Landlord to discuss any charges, and look to settle any dispute fairly and amicably. We are here to help you, so your patience and co-operation is greatly appreciated.

#### **I have overpaid rent/not cancelled my standing order, how will this be returned to me?**

You are responsible for your standing order. You need to ensure that this has been cancelled/has expired once your final rental payment has been made. You can do this online if you have internet banking, or you can contact your bank who will do this for you. If you do forget to do this however please email [accounts@rnlpropertymanagement.com](mailto:accounts@rnlpropertymanagement.com) and our representative will check and confirm receipt of your payment. Any overpaid amount will be returned on top of your deposit amount which is payable via cheque.

If you require your payment to be returned sooner we can issue a bank transfer, however **please be aware that this will incur an admin fee of £25.00**, which will be deducted from the amount to be returned. Any return will be completed within 7 working days of request.