

END OF OCCUPANCY & CHECK-OUT GUIDE

Purpose

This guide explains the procedures and expectations that apply when an occupancy agreement comes to an end and sets out the steps occupants should take before leaving the accommodation. It also explains the deposit return process where a tenancy deposit has been protected in an approved tenancy deposit protection scheme.

Notice Requirements

Occupants must comply with the notice requirements contained within their occupancy agreement.

Where written notice is required, it should be submitted to the Landlord or Managing Agent using the contact details provided within the tenancy documentation.

Tenant Check-Out Actions

Before leaving the accommodation, occupants should:

- Provide any required notice in accordance with the occupancy agreement;
- Pay all outstanding rent, utility charges and other sums due under the agreement;
- Remove all personal belongings from the accommodation;
- Clean the accommodation to the standard recorded at check-in, allowing for fair wear and tear;
- Dispose of all rubbish and recycling appropriately;
- Return all keys, fobs, access cards and other access devices;
- Provide a forwarding address and updated contact details;
- Provide current bank account details to enable the return of any deposit funds where required;
- Attend any agreed check-out appointment if requested.

Failure to complete these actions may result in delays to the deposit return process or deductions being proposed where permitted under the occupancy agreement and applicable legislation.

Cleaning Expectations

Before vacating the accommodation, occupants are expected to:

- Leave the room, studio or flat in a clean and tidy condition;
- Remove all personal belongings;
- Clean kitchen appliances, worktops and food storage areas;
- Clean bathrooms, showers, toilets and sinks;
- Remove all rubbish and waste;
- Leave furniture in its original location where applicable.

Additional cleaning costs may be charged where cleaning is required beyond fair wear and tear.

Waste Disposal

All household waste and recycling must be disposed of using the designated waste and recycling facilities provided at the development.

Occupants should not leave rubbish, furniture, bedding or personal belongings in communal areas, bin stores, hallways or outside the building.

Removal of Personal Belongings

All personal possessions must be removed by the end of the occupancy agreement.

Items left behind may be treated as abandoned property and may be removed, stored or disposed of in accordance with the occupancy agreement and applicable law.

Keys, Fobs and Access Devices

All keys, access fobs, access cards and other security devices issued to the occupant must be returned at the end of the occupancy agreement.

Replacement costs may be charged where keys, fobs or access devices are lost or not returned.

Utility and Meter Balances

Where occupants are responsible for utility charges or individually metered services, any outstanding balances must be settled before departure.

Occupants should take meter readings where required and provide forwarding details if requested.

Inspection Process

The accommodation will normally be inspected following the end of the occupancy agreement.

The inspection will assess:

- Cleanliness;
- Damage beyond fair wear and tear;
- Missing items;
- Unauthorised alterations;
- Outstanding tenancy breaches.

Photographs, inventories and check-in records may be used during this process.

Deposit Protection

Where a tenancy deposit has been paid, it will be protected in an approved tenancy deposit protection scheme in accordance with applicable legislation.

Occupants will have received prescribed information confirming the scheme used, together with details of how the deposit is protected and how the deposit return and dispute resolution processes operate.

Deposit Return Process

Where a deposit has been paid, the deposit return process will begin after:

- The occupancy agreement has ended;
- The occupant has vacated the accommodation;
- All keys, fobs and access devices have been returned;
- Any required inspection has been completed;
- The occupant has provided the bank account details required for the return of deposit funds, where applicable.

The inspection findings will be compared against the inventory, check-in records and any other relevant documentation to determine whether any deductions are required.

If no deductions are identified, the full deposit will be authorised for return. The deposit will then be released through the relevant tenancy deposit protection scheme or paid to the bank account details supplied by the occupant, as applicable and in accordance with the scheme rules and relevant legislation.

If deductions are considered necessary, the occupant will be provided with a written breakdown explaining the proposed charges and the reasons for them. Supporting evidence, such as photographs, inventories, invoices or inspection reports, may be provided where appropriate.

Once the proposed deductions have been agreed, the undisputed balance of the deposit will be returned through the tenancy deposit protection scheme or to the bank account details supplied by the occupant, as applicable.

Tenant Actions to Help Secure a Full Deposit Return

Occupants are encouraged to:

- Leave the accommodation clean and tidy;
- Remove all personal belongings and rubbish;
- Repair any damage they are responsible for where appropriate;
- Return all keys and access devices on time;
- Ensure rent and other charges are fully paid;
- Provide a forwarding address and current contact details;
- Provide accurate bank account details for the return of any deposit funds;
- Retain photographs and records of the accommodation condition at check-out if desired.

Taking these steps can help avoid delays and reduce the likelihood of deductions being proposed.

Proposed Deductions

Deductions may be proposed for matters including:

- Damage beyond fair wear and tear;
- Missing items;
- Additional cleaning required;
- Unpaid rent;
- Outstanding utility charges where applicable;
- Breaches of the occupancy agreement resulting in financial loss.

Where deductions are proposed, occupants will receive a written explanation together with supporting information where appropriate.

Deposit Disputes

If an occupant disagrees with any proposed deduction, they should first raise the matter with the Landlord or Managing Agent.

Where agreement cannot be reached, the occupant may refer the matter to the free alternative dispute resolution service provided by the relevant tenancy deposit protection scheme, subject to the scheme's rules and eligibility requirements.

The decision of the dispute resolution service will be implemented in accordance with the scheme procedures.

Forwarding Address

Occupants are encouraged to provide a forwarding address, updated contact details and current bank account details before leaving the accommodation to assist with any post-tenancy correspondence and the prompt return of any deposit funds.

Further Information

Questions regarding check-out arrangements, inspections, deposit protection or deposit returns should be directed to the Managing Agent using the contact details provided within the occupancy documentation.