

## Move Out Check List

We hope you've enjoyed your stay with us but the time to move out is approaching fast and we'd like to make your move out as smooth as possible. Below is some information on the moving out process along with a guide and checklist of things to do before you leave to make sure there are no delays with your deposit return.

We will be conducting a check-out inspection with you at the end of your tenancy to collect your keys, agree upon the condition of the property and to agree any charges with you in person. Important information:

- 1) We can **ONLY** do this when the last person is ready to move out and all keys are ready to give to us. At the end of the appointment we will take the keys for the property and you will not be able to return.
- 2) Your appointment **MUST** be before 12 noon on the last day of your tenancy.
- 3) The earlier you book your appointment, the earlier we can process your deposit return.

You can book a check-out appointment with us on a first come first serve basis here, **ONLY ONE PERSON** from your house should book:

[www.calendly.com/purplefrobirmingham](http://www.calendly.com/purplefrobirmingham)

[www.calendly.com/purplefrogbristol](http://www.calendly.com/purplefrogbristol)

[www.calendly.com/purplefrognottingham](http://www.calendly.com/purplefrognottingham)

We really would like to return your deposits in full; it's in our interests as well as yours because if we do need to make deductions we will have to spend time putting things right. For this reason we've put together the below check list detailing all the things you need to do before you move out; we've also detailed some example charges which may be made; if you would like clarification on any of the items please let us know.

### **Important Information:**

- You must have checked out by midday on the last day of your tenancy otherwise you may be charged for the cost of changing the locks at the property.
- You must provide us with proof that all your utility bills (gas, electricity and water) have been paid and your Council Tax liability is £0 before we will return your deposit.
- We will return your deposit to you as soon as possible at the end of your tenancy but it will take no longer than 28 days (as long as there are no arrears and we have received proof that your utilities are up to date); please don't call the office with regards to deposit returns until after 28 days has passed as we won't be able to discuss individual deposits.
- Please make sure you and your housemates are up-to-date with your rent payments as we won't be able to return any deposits until any arrears are cleared (not just yours).
- If you don't want to clean your house at the end of your tenancy we can arrange for a cleaner to do so at your cost; please call the office to arrange this.
- If you would like us to do a preliminary inspection before you have your check-out appointment please call the office to arrange a date.

### **More information on providing proof that your utilities have been cleared:**

We will ask to see proof that all of your utilities have been paid before we return your deposit - please submit these documents by email as soon as you can after the end of your tenancy. We will also ask to see that you have cleared any liability with your council tax. Full time students are exempt from paying council tax however it is your obligation to prove to the council that you are a student; once you have done this they will send you a '£0' bill for your time at the property; please keep hold of this as we will ask to see it. If you have lost any of the documents you need you will be able to call the utility companies or council to ask for copies which they will supply to you.

Why do we ask for this information? Unless you have a bills included tenancy you are obliged by your tenancy agreement to pay the utilities and deal with the council tax at the property. If you don't do this and leave unpaid bills at the property the utility companies may install pre-payment meters which aren't desirable and you will also leave a legacy of bad debt and debt collectors who will visit the property and disturb any future tenants.

General Moving Out Reminders	Complete
Book a check-out inspection (and ensure all keys are available for collection then).	
Cancel your standing order (not before your last payment has gone out though to avoid charges). <i>If you don't cancel your standing order and we have to return rent over payments an administration fee of £25 may be charged.</i>	
Complete the move out form with your forwarding addresses form: <a href="http://www.purplefrogproperty.com/students/forms/moving-outforwarding-address/">http://www.purplefrogproperty.com/students/forms/moving-outforwarding-address/</a>	
Complete the move out form with your final meter reading form: <a href="http://www.purplefrogproperty.com/students/forms/meter-readings/">http://www.purplefrogproperty.com/students/forms/meter-readings/</a>	
Please leave any bedroom keys in the locks for your bedrooms <u>unless you live in a communal block in which case please give these to us on your check-out appointment.</u>	
Please leave your back door key in the property (if applicable).	
All of your belongings must be removed from the property including all cleaning products.	
Provide your meter readings to utility companies and ask for final bills (so your deposit can be returned).	

### Kitchen

Floor mopped	
Surfaces wiped	
Fridge/freezer cleaned, defrosted, turned off and doors left open	
Top, side, <i>behind and under</i> appliances wiped clean	
Powder tray and inside rim of washing machine clean with no gunk	
Cupboard shelves and frontages wiped	
Inside and outside of oven must be clear of all dirt and debris and cleaned	
Inside of microwave including the glass shelf cleaned	
Work surfaces and walls wiped	
Inside cupboards and drawers cleaned	
Bin free of rubbish and cleaned inside and out	
Cobwebs around ceiling removed	
Window ledges wiped clean	

### Lounge

Laminate swept and mopped or carpet vacuumed including under all furniture	
Vacuum under and in-between cushions of sofas/chairs	
Make sure all furniture is dusted	
Door/door frames and skirting all wiped clean	
Light fittings and switches all dusted	
Ensure windows are clean inside and out including the sill	
Cobwebs around ceiling removed	

### Bathroom(s)

Toilet and seat cleaned	
Sink and taps cleaned	
Bath and taps cleaned	
Bath/shower surround cleaned	
Bath/shower curtain cleaned (this can be wiped or washed in the machine)	
Extractor fan cleaned/dusted	

Any mould around bath seal or on tile grout is cleaned (we recommend 'mould and mildew remover' available at most supermarkets)	
Clean grouting around tiles; if this is particularly bad you can use bleach and a tooth brush	
All tiled surfaces wiped	
Wipe any cabinets inside and out	
Floors swept and mopped	
Door/door frames and skirting all wiped clean	
Light fittings and switches all dusted	
Ensure windows are clean inside and out including the sill	
Cobwebs around ceiling removed	
Remove any hair from the drains	

### Bedroom(s)

Carpet vacuumed/laminate swept and mopped including under all furniture	
Make sure all furniture is dusted and clean inside and out	
Door/door frames and skirting all wiped clean	
Light fittings and switches all dusted	
Ensure windows are clean inside and out including the sills	
Cobwebs around ceiling removed	
Place furniture in original positions	

### General Cleaning

Light fittings/switches, doors/frames and skirting's all dust free	
Windows clean inside and out include sills	
Make sure heating and all unnecessary switches are turned off	
Wash all the curtains and re-hang them in the same rooms.	
If your move out day is more than two days from your rubbish collection date, rubbish must not be left at the property.	

### Outside

Any rubbish removed; this includes from outside the front of your property -	
Patio swept	
If garden maintenance not included in contract and garden tools are provided, any grass must be cut. Even if garden tools are not provided you will be expected to clear any weeds and remove any debris.	
Empty and clean out any bins provided	

Please note all of the above are guidelines only.

### Approximate Potential Charges (as provided by Unipol) [www.unipol.org.uk](http://www.unipol.org.uk)

Rubbish removal	£20 per bin bag	Replacing a lock	£50-£200
Defrost fridge freezer	£40	Replacing a key	£5-£30
Oven and grill cleaning	£95	Cleaning windows	£40-£80
Painting a wall	£20-£40	Cleaning a bedroom	£20-£30
Grouting in bathroom	£20-£80	Moving furniture	£20-£40