

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 the process as smooth as possible for you. Below is information on the 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 checkout 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 that might be necessary with you in person. Important information about booking your inspection:

- ➔ We can ONLY do the inspection when the last person is ready to move out and all keys are ready to be given to us. At the end of the appointment we will take the keys for the property and you will not be able to return. (If you are on individual tenancy agreements rather than a joint and several one, you will need to book an inspection per person.)
- ➔ Your appointment MUST be before 12 noon on the last day of your tenancy.
- ➔ The earlier you book your appointment, the earlier we can process your deposit return.
- ➔ Only ONE PERSON from your tenancy should book an appointment

One person in your group can book a checkout appointment with us on a first come first serve basis here:

- www.calendly.com/purplefrogbirmingham
- www.calendly.com/purplefrogbristol
- www.calendly.com/purplefrognottingham
- www.calendly.com/purplefrogbristol/cardiff

We really would like to return your deposits in full, it's in our interest as well as yours: we have to spend time putting things right. For this reason, we've put together the check list below detailing all the things you need to do before you move out. We've also listed some examples of common charges; 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** in full for the whole duration of your tenancy 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 (provided 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 team at your local office to arrange this.
- ➔ If you would like us to do a preliminary inspection before you have your checkout appointment, please call the office to arrange a date.

Providing proof that your utilities have been cleared:

We will ask to see proof that all of your utilities have been paid in full before we return your deposit and that the accounts were closed on the last day of your tenancy, not the day before. Please submit these documents by email to deposits@purplefrogproperty.com 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 period 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.

If you leave without settling all of your utility bills, you will also be invoiced for any outstanding amounts, plus any additional costs.

Our deposits team has written a blog that answers lots of frequently asked questions about deposits. You can read it here: www.purplefrogproperty.com/blog/zen-deposits/.

General Moving Out Reminders	Complete
Book a checkout inspection (and ensure all keys are available for collection then)	
Complete the move out form: http://www.purplefrogproperty.com/students/forms/moving-outforwarding-address/	
Please leave any bedroom keys in the locks for your bedrooms, <i>unless you live in a communal block in which case please give these to us on your checkout appointment</i>	
Please leave your back door key in one of the kitchen drawers in the property (if applicable)	
All of your belongings must be removed from the property, including all cleaning products	
Provide your meter readings to the utility companies and ask for final bills (so your deposit can be returned)	
DO NOT turn off the main gas or electricity supply	

Kitchen

Floor mopped	
Surfaces wiped	
Fridge/freezer cleaned, defrosted, turned off and doors left open (the fridge should be defrosted several hours before the last person leaves and the freezer 2 days before) Don't forget you will need to soak up the water that drips out!	
Top, side, behind and under appliances wiped clean	
Clean powder tray and inside rim of washing machine to ensure there's no gunk	
Tumble dryer cleared of any fluff	
Tops of cupboards, as well as shelves and frontages wiped	
Hobs to be cleaned thoroughly	
Inside and outside of oven must be clear of all dirt and debris and cleaned (including the wire shelving)	
Extractor filters to be cleaned and soaked thoroughly	
Inside of microwave including the glass shelf cleaned	
Dishwasher salt compartment to be replenished with salt	
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

Tops of skirting boards wiped	
Laminate swept and mopped or carpet vacuumed, including behind and 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	

TV unplugged and remote control, next to it (if applicable)	
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Bathroom(s)

Toilet and seat cleaned inside and outside, including under seat	
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)

Blu-Tack and traces all removed	
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 its original positions as it was when you moved in – lift don't drag furniture	

General Cleaning

Light fittings/switches, doors/frames and skirting's all dust free	
Windows clean inside and out include sills	
TURN OFF heating and all unnecessary switches	
Wash all the curtains and re-hang them in the same rooms	
If your last day is 2+ days from your rubbish collection day, rubbish must not be left at the property	

Outside

Any rubbish removed, including from outside the front and back of your property	
Patio swept	
If garden maintenance is not included in your contract and garden tools are provided, all grass must be cut Even if garden tools are not provided, you will still 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

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/silicone in bathroom	£20-£80	Moving furniture	£20-£40