

Moving Out Guide and Checklist

We hope you've enjoyed your time living with Purple Frog. As your tenancy ends, we want to help make your move as smooth as possible – and support you in getting your *full deposit returned*.

This guide explains what to do before moving out, how to book your checkout appointment, and what we need to return your deposit quickly.

1. Booking Your Checkout Appointment

- Your *checkout must take place before 12 noon* on the *final day of your tenancy*.
- We can *only carry out the checkout once all tenants have moved out and all keys are available*.
- Once the checkout is complete, *you will not be able to return to the property*.
- If you're on a *joint tenancy*, *only one person should book*.
- If you're on *individual tenancy agreements*, *each tenant must book separately*.

👉 Book your checkout appointment here: www.purplefrog.group/book

2. Deposit Return - What You Need to Know

- You must be *fully moved out by midday* on the last day of your tenancy – otherwise, you may be charged for *changing the locks*.
- We *cannot return any deposit until*:
 - *All rent is paid*, including any *arrears for other tenants on your tenancy*.
 - *All utility bills* (gas, electricity, water) are *paid in full* and accounts are *closed on the final day of your tenancy*.
 - Your *Council Tax liability is confirmed at £0*.

✉ Email proof to: deposits@purplefrogproperty.com

- Deposits will be returned *within 28 days* of the end of your tenancy (assuming no arrears and we've received all required documents).
- *Please do not call* the office about your deposit until *28 days have passed* – we will not be able to discuss individual returns before this time.

3. Optional Services

- You can request a *pre-checkout inspection* to identify potential issues early. Contact your local office to arrange this.
- If you prefer not to clean, we can *arrange an end-of-tenancy clean at your cost*. Please contact your branch to organise this in advance.

4. Why We Ask for This Information

Unless your contract includes bills, you are *responsible for utilities and council tax* under your tenancy agreement. If you leave without settling bills:

- Utility companies may *install prepayment meters*.
- *Debt collectors* may attend the property, disturbing future tenants.
- You may be *invoiced for unpaid balances and admin costs*.

📖 For more guidance, read our deposits blog: www.purplefrogproperty.com/blog/zen-deposits

Move Out Cleaning Checklist

General Tasks

✓ Task

- ☐ Book checkout appointment at www.purplefrog.group/book
- ☐ Complete the Move Out Form: www.purplefrogproperty.com/students/forms/moving-outforwarding-address
- ☐ Make sure all rent has been paid (including housemates)
- ☐ Leave bedroom keys in locks (unless in a communal block - hand to us)
- ☐ Leave back door key in kitchen drawer (if applicable)
- ☐ Remove all personal belongings including cleaning products
- ☐ Submit meter readings and request final bills
- ☐ Submit council tax proof (£0 bill or exemption letter)
- ☐ *Do not* switch off main gas or electricity
- ☐ Wash and re-hang curtains
- ☐ Turn off heating and all unnecessary switches
- ☐ Remove all indoor and outdoor rubbish

Kitchen

✓ Task

- ☐ Mop the floor and wipe all surfaces and walls
- ☐ Clean inside, on top of, and underneath cupboards and drawers
- ☐ Defrost fridge/freezer, turn off, leave doors open and soak up any water
- ☐ Wipe behind and under all appliances
- ☐ Clean inside the washing machine drawer and rubber seal
- ☐ Remove fluff from tumble dryer filter
- ☐ Thoroughly clean hob, oven (including wire shelves), extractor fan and filters
- ☐ Clean microwave inside and out
- ☐ Refill dishwasher salt compartment
- ☐ Empty and clean all bins inside and out
- ☐ Clean window ledges and remove cobwebs

Lounge / Communal Areas

✓ Task

- ☐ Vacuum/mop floors, including *under and behind furniture*
- ☐ Clean and dust *all furniture surfaces*
- ☐ Clean inside and underneath sofa cushions
- ☐ Dust skirting boards, door frames, and switches
- ☐ Clean windows inside and out, including sills
- ☐ Remove cobwebs from ceilings
- ☐ Leave TV unplugged with remote nearby (if applicable)

Bathroom(s)

✓ Task

- ☐ Clean toilet inside and out, including under the seat
- ☐ Clean sink, taps, bath/shower and surrounding areas
- ☐ Use mould remover to clean grout and sealant
- ☐ Clean extractor fan and all tiles
- ☐ Clean or machine-wash shower curtain
- ☐ Clean mirrors and any cabinets (inside and out)
- ☐ Remove hair from all drains
- ☐ Mop floors, dust skirting boards and window ledges
- ☐ Remove cobwebs from ceilings and clean switches

Bedroom(s)

✓ Task

- ☐ Remove all Blu-Tack and residue from walls and furniture
- ☐ Vacuum/mop the floor, including *under all furniture*
- ☐ Dust and clean *all furniture inside and out*
- ☐ Clean window ledges, mirrors, and shelves
- ☐ Check mattress for stains and clean if needed
- ☐ Return all furniture to original positions (*lift, don't drag*)
- ☐ Clean skirting boards, door frames and light switches
- ☐ Clean windows inside and out, including sills
- ☐ Remove cobwebs from ceilings

Outside / Garden

✓ Task

- ☐ Remove all rubbish from outside (front and back)
- ☐ Sweep patio and paved areas
- ☐ If tools are provided, cut grass and remove weeds
- ☐ Even if tools aren't provided, *clear weeds and remove debris*
- ☐ Empty and clean outdoor bins, including lids

Typical Charges to Avoid

Task / Issue	Estimated Charge
Rubbish removal	£40 per bin bag
Lost key replacement	£20 - £50
Lock change	£75 - £200
Fridge/freezer defrost	£60
Oven and grill cleaning	£120
Window cleaning	£50 - £80
Bedroom cleaning	£30 - £50
Wall painting	£150 - £250 per wall
Mould/silicone cleaning	£40 - £100
Moving furniture	£30 - £60