

# *Student Housing*

## Your Guide to Moving Out



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Moving out can be a stressful time (probably not as stressful as writing an essay at 4am in the library knowing that it's in for 10am) but you get the idea!

When you move out of a rented property, **you're required** to:

**REMOVE ALL POSSESSIONS**

**CLEAN ALL AREAS FULLY**

**WEED THE GARDEN**

**EMPTY THE WHEELIE BINS**

**RETURN ALL KEYS**



The local council consider landlords to be businesses and do not allow landlords or lettings agencies use of residential bins for waste disposal. Landlords must pay for waste removal.

If you leave any items in the property landlords can **charge £8 per bin** bag collected as waste!

\*In 2019 the most common items left by tenants included coat-hangers, cleaning materials, clothing, rubbish and toilet rolls.

You **must** hand your keys back into the office in person. During Aug/Sept we extend our opening hours. Check our website for our extended hours.

If you fail to return your keys, or fail to return the correct keys (the same ones you were issued), a **charge of £25 per key** may be applied. This covers the cost of cutting replacement keys and pays towards the cost of replacing the locks. (Once a key has been lost 3 times, we replace the lock as a security measure, this **£25 charge** pays towards cost of replacement).

If you're planning to **weed the garden yourself**. Call in at the office, we have a number of gardening tools we can provide you to assist!



**Y**ou must ensure the property is left clean.. Before any tenancy we have every property professionally cleaned. You **must** ensure you return the property in this good state of cleanliness. Landlords can charge for required additional cleaning. Professional cleaners can cost up to **£20 Per Hour!** Most landlords will attempt to recover any cleaning costs directly from the tenants.

Ovens, showers, floors, windows and under furniture all need cleaning thoroughly and are your responsibility to ensure are cleaned well enough in order to ensure the landlord makes no deductions your deposit.

At Student Housing we carry out full photo inventories and comparison checkout reports once you've left. These reports protect you against landlords who may wish to charge for damages or cleaning. We advise that once you've finished the property clean you take your own photos (just in case).

We can then use these photos to explain to the landlords the level

of cleaning that you and your housemates had completed. A professional **oven cleaning can cost £80** or even more!

Professional house cleaning can cost anywhere from **£120 - £1,000+** depending on the condition the property has been left in by the occupants.

At Student Housing our property managers will always do their best to negotiate potential cleaning charges with landlords and question any bills they feel are excessive. However, if you clean the property throughout, then landlords won't be able to charge you anything!

#### **DID YOU KNOW:**

Once you've completed your final clean, you can book in a free inspection with your property manager to assess the property and highlight any issues they feel may crop up!

## Call in the Professionals

If you've left your cleaning to the last minute, why not call in the professionals? Call us on 01522 410 646 and we can provide telephone numbers and emails addresses of professional local cleaners to help you!

Or, why not ask your parents for help? A little work at the end of the tenancy goes a long way! Don't forget to take detailed photos of the property once you've cleaned it!

## Frequently Forgotten

Don't forget, you're responsible for cleaning the entire house! Don't forget to clean things like: the walls, the washing machine, under furniture, above furniture, windows, gardens, bins.

We've created a handy checklist as part of this guide. We recommend starting the cleaning 2-3 weeks before you hand your keys in.

If you have a private garden...  
It's time to **get your hands dirty.**

## DO

- REMOVE GARDEN WEEDS
- REMOVE WEEDS IN PASSAGE
- REMOVE WEEDS AT FRONT
- REMOVE ALL RUBBISH
- PLACE WHEELIE BINS OUT
- REMOVE ANY STREET SIGNS
- REMOVE NON-PROVIDED BBQ's
- SWEEP PATHWAYS & PATIOS

## DON'T DO

- ANYTHING DANGEROUS
- MOW THE GRASS
- REMOVE OR TRIM TREES
- REMOVE BRANCHES
- REMOVE BUSHES
- DIG UP OR MOVE SOIL
- DIG UP OR MOVE PATIO
- TIE OR FIX FENCE PANELS

Need to borrow some tools?  
Pop into the office & grab a gardening kit!

## DID YOU KNOW

RECENT STUDIES APPROVED BY THE NHS, WORLD HEALTH ORGANISATION AND THE LONDON SCHOOL OF ECONOMICS HAVE SEEN INDIVIDUALS MENTAL HEALTH AND WELLBEING IMPROVE BY GARDENING WEEKLY!

IN 2014 A NYU PROFESSOR PUBLISHED A REPORT LINKING REGULAR GARDENING TO LOWER BLOOD PRESSURE AND STRESS LEVELS!



## BEFORE DEPOSITS CAN BE RETURNED



ALL KEYS  
RETURNED



TENANCY MUST  
HAVE ENDED



REQUEST RETURN  
VIA DPS



CHECKOUT  
COMPLETED

## DEPOSIT RETURN PROCESS

The process of deposit return can **take up to 28 days** for you to receive your deposit from The Deposit Protection Service. If you've left the property clean, tidy, free of waste and de-weeded the garden the process can be much faster and deposits returned in just one week!

Once you and *all* your housemates have returned *all the keys* for the property and the tenancy has officially ended, you'll need to request your deposit back from the DPS ([www.depositprotection.com](http://www.depositprotection.com)).

We registered your deposit during the first 30 days of your tenancy. The DPS would have emailed you your login information. If you've lost this email you'll have to call them on **0330 303 0030** to gain access to your deposit.

We'll need all tenants to request the return of their deposits before we can return a single deposit to any tenant.

At Student Housing we do our best to ensure all tenants receive their full deposits back. Ultimately leaving the house clean, tidy, and free of damage is the easiest way to ensure the landlord does not seek deductions.

For more information please visit  
[www.DepositProtection.com](http://www.DepositProtection.com)

**20.5 Days**

Average time it  
takes to return  
the deposit

# Check List

(For guidance; additional cleaning may be required)

To Do	Whos Doing it?	Done?	Photo Taken?
(Example) - Wash Up	James	✓	✓
<b>Tidy Kitchen</b>			
<b>Remove all Possessions</b>			
<b>Clean Kitchen Surfaces</b>			
<b>Deep Clean Microwave</b>			
<b>Deep Clean Oven &amp; Trays</b>			
<b>Deep Clean Hob</b>			
<b>Deep Clean Sink</b>			
<b>Clean Fridge / Freezer</b>			
<b>Switch Off Fridge / Freezer</b>			
<b>Clean Cabinets &amp; Tiles</b>			
<b>Clean Extractor Fan Vent</b>			
<b>Clean Kitchen Floor</b>			
<b>Tidy Lounge</b>			
<b>Remove all Possessions</b>			
<b>Wipe Windowsills</b>			
<b>Dust / Polish Furniture</b>			
<b>Hoover Lounge Floor</b>			
<b>Hoover Under Furniture</b>			
<b>Clean Skirting Boards</b>			
<b>Clean Light Switch / Plugs</b>			
<b>Hoover Hallway &amp; Stairs</b>			
<b>Wipe Skirting Boards</b>			
<b>Dust Lampshades</b>			
<b>Tidy Garden</b>			
<b>Remove Weeds</b>			
<b>Sweep Garden</b>			
<b>Empty Wheelie Bins</b>			
<b>Remove All Rubbish</b>			

To Do	Whos Doing it?	Done?	Photo Taken?
<b>Tidy Bathroom(s)</b>			
<b>Clean All Surfaces</b>			
<b>Clean &amp; Descale Shower</b>			
<b>Clean &amp; Descale Taps</b>			
<b>Clean Hair / Blockages</b>			
<b>Clean Shower Tray / Bath</b>			
<b>Deep Clean Basin</b>			
<b>Clean Shower / Bath Screen</b>			
<b>Clean Toilet Bowl</b>			
<b>Leave Bleach in Toilet</b>			
<b>Scrub Tiles &amp; Grout</b>			
<b>Bleach Silicone Seals</b>			
<b>Clean Flooring</b>			
<b>Tidy Bedroom(s)</b>			
<b>Hoover Floor</b>			
<b>Hoover Under All Furniture</b>			
<b>Clean Skirting Boards</b>			
<b>Dust / Polish All Surfaces</b>			
<b>Clean Windowsill</b>			
<b>Wash Mattress Protector</b>			
<b>Clean Top of Wardrobe</b>			
<b>Hoover / Wipe Drawers</b>			
<b>Empty &amp; Clean Hoover</b>			
<b>Remove all possessions</b>			
<b>Book Final Inspection</b>			
<b>Take Exit Photos</b>			
<b>Report any Maintenance or Damage</b>			
<b>Return Keys to Office</b>			
<b>Claim Deposit Return (DPS)</b>			N/A

## RETURN YOUR KEYS BY 12PM BEFORE OR ON THE LAST DAY OF YOUR TENANCY

Once you've completed the above you'll need to return your keys. You can return your keys at any point, they **must** be returned by 12pm on the last day of your tenancy.

Please ensure you hand us working keys. If you've lost any keys or your keys are no longer working. Please make us aware when you hand them in.

We hope you enjoyed your time at your property. Please let us know of any *outstanding maintenance* below:

Maintenance:

Did you notice any maintenance issues that should be addressed?

If you're moving to private rented accommodation you may need a *landlord reference*. We're happy to provide a reference for you. Please email [info@Student-Housing.co.uk](mailto:info@Student-Housing.co.uk)

# *Student Housing*

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