



Moving Out Procedure: Safeguarding your Damage Deposit

PLEASE TAKE THE TIME TO READ THIS CORRESPONDENCE AND ASSOCIATED ATTACHMENTS, THIS WILL HELP PROTECT YOUR DEPOSIT

I am writing with regard to the notice served to vacate the property on *****. The end of tenancy inspection will be carried out shortly afterwards (normally the next working day).

If you have any questions about the checkout process please contact us on 01722 820580 and select option 2.

The inspection will be carried out by **Martin Noke – Property Manager 01722 820586**. **Nearer to the time they will endeavour to make contact to discuss the process, ensuring you are or have arranged the appropriate works and cleaning. If you have questions please feel free to call us.**

The tenancy agreement specifies what is expected of you to safeguard your deposit. However, the notes below and the attached documents further explains, how to fulfil your obligations under the tenancy and our original terms and conditions – and therefore minimise any deductions from your deposit.

Important Notes

1. **Please cancel** your **standing order** at the appropriate time, noting that your deposit cannot be used as part or whole of your last month's rent, as per the Terms of your tenancy agreement.
2. Please inform all utility Companies and the Local Council of your leaving date. You must arrange for final bills to be sent to you at your new address. If the water is metered, please contact the Water Company to arrange for them to read the meter (external meters need to be by the utility company from a health and safety viewpoint).
3. Please advise your telephone provider of your leaving date and provide us with proof of payment in the next few weeks. **Do not have the telephone disconnected.**
4. We must have a forwarding address in order for to send your deposit once we have checked the property, the inventory and ensured that there are no outstanding bills.
Your deposit will not be returned unless we have a forwarding address and your written confirmation that all utilities have been informed and paid in full.
5. You must instruct the **Post Office** to forward your mail and provide proof of this. Neither Bassets, the Landlord or any new tenant shall be responsible for any mail sent to the wrong address or not forwarded on. Failure to provide the proof of mail forwarding will result in Bassets charging **£60 inc VAT** per tenants as an administration charge. Should post continue to be received it will be returned to the sender.
6. Please read the enclosed **"Cleaning"** schedule and **"Approximate Cost of Works"** schedule to be sure you understand your obligations upon vacating the property and the potential costs of not leaving the house in a suitable condition.



7. Please ensure that all keys are returned to us by **5.30pm on the day you vacate the property** (this includes all window, shed and garage keys). If you do not surrender all the keys, rent will continue to be due and/or you will be charged for the replacement of all the locks.
8. Please also ensure you return the enclosed **“Leaving Information”** sheet at the same time as the keys. Failure to do so, may **significantly** delay the return of your deposit.

Please also note that you will not be allowed back into the property after your tenancy has ended.

What happens next?

We will attend the property shortly after you return keys (Monday – Friday and during daylight hours). We will check the property using the schedule of condition / inventory that you received shortly after the start of the tenancy. If you signed and returned the Inventory comments page this will be taken into account, if not the Inventory document stands exactly as it was written by the independent inventory clerk. **You don't have to attend this inspection** but if you wish to do so, please contact the property Manager who can arrange for you to attend, once we have concluded our inspection. Please note however, we will not be in a position to finalise or conclude matters at the time as we may need to review and compare matters once we return to the office. We'll send you by email our formal findings with photos, normally within 3 working days (Mon-Fri) of our inspection.

If your final bills have been requested and paid, the garden is tidy, the property clean and the Leaving Information sheet completed and returned to us, we can pay your deposit back promptly.

However, if there is any damage or excessive wear and tear, or the property is left in an unacceptable state, then this will need to be made good. This in turn will delay the return of your deposit as quotes will need to be obtained and the work booked in. Please refer to the section in your tenancy agreement regarding the timescales for returning your deposit and note without your Leaving Information; we'll not be in a position to refund your deposit (as this asks you to provide your bank account details).

Please note we may charge you upto £60 for arranging Post Tenancy Works (e.g. To cover the costs of arranging works that the tenant is responsible (i.e. carpet cleaning, general cleaning Gardening etc.)

Please read the attached documents which include additional important information on how to safeguard your deposit.

Yours sincerely,

Bassets Lettings

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- (1) *Cleaning schedule and Cost of Works schedule,*
- (2) **Leaving Information sheet.*
- (3) *Inventory*
- (4) *Just Move in letter.*

If you require a printed copy of the leaving information form, please either call into the office or ask the office to post a copy.