



Sanderson
Weatherall

Residential Lettings: Check-Out Guide

Key Information



Providing Your Notice...

It is important when you decide to vacate your rental property, the correct notice is provided to SW. Your notice requirement will be stated in your tenancy agreement, however this is usually **one months notice from your rent due date.**



Check-Out Process: Step By Step

1. Provide Your Correct Written Notice
2. Confirm Your Exit Date
3. Arrange a Time to Hand Back Your Keys
4. Meet the Agent at the Property for the Check-Out Inspection
5. Provide your Bank Details for the Return of Your Deposit
6. Deposit Return via BACS transfer



Why not arrange a 'pre-checkout' inspection?

We understand moving out can be a stressful time which is why we aim to make things as easy as possible when your tenancy comes to an end.

Here at SW, our aim is to return deposits in full wherever possible. We pride ourselves on our low level of deposit disputes.

If you need any guidance on how to ensure your rental property is handed back in the correct standard or if you require any advice on how to get your full deposit back, contact us to arrange a pre-checkout inspection!

This can be done a between 1-2 weeks prior to your vacating date and allows sufficient time to get the property to an acceptable standard.

Tenants Requirements & Responsibilities

As a tenant, you have certain responsibilities to ensure that the property is handed back in the same condition as when you took up occupation.

- The property must be thoroughly cleaned in **ALL** areas (see next page for further information)
- Any breakages or damage must be reported or items should be replaced with like for like items. Please notify the letting agent.
- Carpets/floors should left in the same clean condition as when you moved in.
- Windows must be cleaned internally and externally where possible.
- Lightbulbs need to be replaced where required
- Arrange for your mail to be re-directed.
- Please **CANCEL** your standing order for your rent payments. (SW cannot do this)
- Please ensure all keys, entrance fobs, swipe cards and parking permits are returned at the time of the checkout inspection. If any of the above items are misplaced, you will be charged the cost of replacement.

Utilities

Please ensure you close your utilities and please **DO NOT** change the utility accounts into Sanderson Weatherall's name. Simply inform the utility company the property will be empty and ensure that your final meter readings are submitted. If you are unable to obtain a meter reading, please ask either the concierge or a letting agent at Sanderson Weatherall.



Cleaning Requirements



Kitchen

- ✓ **All Work Surfaces:** wall and base units, sinks and splash backs to be cleaned. Note that scourers, wire brushes or brillo pads should **NOT** be used on stainless steel surfaces (such as splash backs) as they will scratch and damage the surface.
- ✓ **Kitchen Cupboards:** to be cleaned internally as well as the external doors being cleaned
- ✓ **All Kitchen Appliances:** should be fully degreased and cleaned including oven, hob, fridge and freezer, microwave and dishwasher.
- ✓ **Extractor Hood/Canopy:** metal grease grill should be removed and ideally washed by hand in very hot soapy water or washed in the dishwasher at high temperature.
- ✓ **Cutlery, Crockery & Utensils:** to be cleaned
- ✓ **Washing Machine:** Soap drawer to be removed and cleaned, inside of door to machine to be cleaned and door seal to be cleaned
- ✓ **Floor:** swept, mopped and dusted

Living Area

- ✓ **Floors:** to be swept/carpets to be vacuumed.
- ✓ **Skirting Boards:** to be dusted.
- ✓ **Window Sills:** to be cleaned/dusted
- ✓ **Shelves, Coffee Tables, Side Tables, TV stands:** to be wiped down and dusted.
- ✓ **Windows:** to be cleaned internally

Bathrooms

- ✓ **Tiles:** to be cleaned
- ✓ **Floor:** to be mopped
- ✓ **Shower and Bath:** area in particular will need cleaning thoroughly; lime scale remover will be most effective.
- ✓ **Toilet:** to be cleaned thoroughly.
- ✓ **Mirrors and Shower Screens:** ensure streak free.

Bedrooms

- ✓ **Floor/Carpets** to be hoovered, mopped and dusted
- ✓ **Cupboards, Shelves, skirting boards, window sills** to be cleaned/dusted. Carpets to be vacuumed and cleaned where necessary.
- ✓ **Bedding/Bed Sheets:** to be laundered.
- ✓ **Mattress Protector:** to be replaced

PLEASE NOTE:

Failure to adhere to the above checklist could result in Sanderson Weatherall instructing a professional clean to the property. You may be charged for the items which require cleaning and the monies will be deducted from the return of your deposit.

Deposit Return

Important Information

- Sanderson Weatherall aim to return your full deposit within 7-10 working days (providing we have you bank details)
- Should there be any dilapidations or if an end of tenancy clean is required, SW aim to return the deposit within 30 days.
- Where there are any deductions from your deposit, SW will confirm the cost by sending you the invoice once the works have been completed.
- You can then pay the invoice(s) directly or we can arrange for the costs to be taken from your deposit.
- Once we have your bank details (sort code and account number) and your deposit return has been agreed, we will then authorize the payment to be transferred.
- All deposit returns are via BACS payment and take 3 working days to process.

What You Need To Do?

To facilitate the return of your deposit please remember we need you to confirm your bank details. We need the following

- Your Name
- Bank
- Sort Code
- Account Number

Please email these details to either;

Diana Warr | Associate Partner
E: diana.warr@sw.co.uk

Andrew Parnham | Sales and Lettings
E: andrew.parnham@sw.co.uk

