

Check-out Information - General Guidance

On the checkout day, we would like **only the lead tenant** to be present for the check-out inventory. If the lead tenant isn't available, please let us know who will be nominated for the task. Extra people can make the process take longer, so please ensure only one person is present for the check-out inventory.

We realise that checkouts and deposits can be contentious, and we want to be fair. It is your responsibility to return the house in the same state as it was when you received it, less fair wear and tear.

Please bear this in mind as you do the cleaning, gardening and sorting of rubbish to reinstate the house to its check in condition. We are committed to treating you fairly and ask that you are fair to us in preparing for your checkout.

Whole House Check-out

Your rooms and communal areas will need to be cleaned and ALL your belongings removed before we arrive to inspect the property. Please follow the guidance and read our cleaning checklists carefully.

It is much better if you can return the house to us cleaned to a professional standard than if we have to pay someone to do it for you.

Partial check-out if over 50% of tenants are leaving.

Those who are leaving will have their rooms inspected.

Those of you who are staying another year will not have their rooms inspected, but **everybody is still responsible for cleaning the common areas, ready for inspection.**

If you are staying you must still move all your belongings from the communal areas to your bedrooms in between tenancies to avoid any of your items being thrown away by mistake and charge you for the disposal. The only exception applies to your kitchen utensils, which can be left in a single kitchen cupboard clearly labelled with your name.

If you are staying on (and not returning home for the summer break) you must clearly label your food with your name and store this in a single drawer of the fridge, or a single drawer in the freezer. Any food not clearly labelled will be disposed of and you could be charged for its disposal.



We will have teams of cleaners, decorators and repairers around between the tenancies, please expect them between 8am - 6pm. Please ensure the house is welcoming for the new tenants. If professional cleaners have visited, you must make sure the house remains in the clean state it was when the cleaners left until the new tenants check in.

There may be a few days between the old tenants checking out, and the new tenants checking in. Those of you who are staying another year will not be paying rent to live in the house (but you can stay there).

It would be helpful if all 'staying on' tenants would let us know whether they plan to be living in the house between the tenancies. Please send us an email if this is the case.

Partial check-out if 50% or less of tenants are leaving

Those who are leaving will need to clean their rooms ready for inspection.

Those of you who are staying another year will not have their rooms inspected, but we recommend a whole house summer clean to keep the whole house feeling fresh for the next academic year. This will also make the house welcoming for the new tenant/s joining you.

Again - it would be helpful if all 'staying on' tenants would let us know whether they plan to be living in the house between the tenancies. Please send us an email if this is the case.

For those of you who are leaving:

Your bedroom is your responsibility; you will need to:

- deep clean your room following our guides to using suitable cleaning products (see cleaning product sheets for guidance)
- replace any bulbs that are not working.
- ensure all furniture provided in your tenancy is left clean and undamaged (this includes mattress protector, waste bin, light shade, internet cables etc.)
- remove all rubbish and recycling, ensuring your house black bin is no more than half-full at checkout.

Any deposit deductions made in your bedroom will be your individual liability.



Any additional cleaning and gardening to return the house to the standard it was when you checked in will be chargeable as a deposit deduction. The companies we hire for this will provide invoices so you will have a clear breakdown of any additional charges.

The window cleaner will clean your windows either before or after your check in day, so if you see someone with a ladder - do not be concerned as they are there to clean your windows.

Check out attendance and keys:

Maximum one tenant per checkout as mentioned above.

If none of you were able to be present at checkout, we will send you a copy of the inventory report recorded at check-out and can discuss any questions you may have after you have seen it. However, it is much better if we can discuss the condition of the house with you at the time when we do your checkout, so please try to arrange for someone to be present.

Our aim is to be fair with you and it is clearly much easier to discuss any issues with you at the house at the time, than afterwards by email.

Keys:

If you are leaving but are not attending the checkout, please leave your key in your bedroom door, or push it under your bedroom door, having locked the door beforehand.

Please do not send your key to the office, and do not send the key back to your student house or leave it anywhere else. If we can't find it, we will have to replace it and charge you for this. If it turns up later and you return it to our office (not your house) by registered post, we can refund you for the additional key.

Items left in the house:

Please note that any items left in the house will be disposed of unless we deem them to be items of value. There will be a charge for disposing items left behind. Items we deem to be of value may be kept for a short period for safekeeping. Please call the office on 0117 911 8282 to collect any items you think you may have left behind.

Standing Order:

Your standing order, which is an instruction for rental payments to us, should normally finish on 1st June; however, it is your responsibility to double-check with your bank that extra payments won't be paid from your account after this date. If there have been any overpayments, we will return these as soon as possible. Please note there will be an administrative fee charged for this.