

As your tenancy draws to an end, we would like to let you know what you will need to do to make your check out as stress free as possible. Please have a look through this pack where you'll find all the information you need for a hassle-free departure experience and to ensure your deposit return is as quick as it can be.

## Note for early departures

Deposit returns are only processed at the end of the full fixed term, tenancy period, pending your final check-out inspection carried out by The Inventory Shop. If you are leaving early to move back home please remember that you are still liable for the property, bills and the rent up until the end date stated on your Tenancy Agreement.

## Keys – options for return of keys

- **NOMINATED TENANT CAN HAND OVER ALL KEYS AT TIME OF CHECK OUT AT PROPERTY** – please advise us of the nominated tenant so the clerk knows who to expect
- **LEFT IN THE PROPERTY** – please label them with your name & email us to advise where they have been left so the clerk can easily locate them on check out
- **RETURNED BY HAND TO SUHOMES** – please confirm the approximate time as the office is currently open via appointment only
- **RETURNED BY POST\*** – please ensure you obtain proof of postage and advise the date of posting so we know when to expect them – send in a padded envelope noting your name in full (DO NOT QUOTE PROPERTY ADDRESS FOR SECURITY REASONS)

### **\*Postal address:**

*SUHomes - University of Essex Students' Union*

*Wivenhoe Park*

*Colchester*

*Essex*

*CO4 3SQ*

## Tips & Info

If any cleaning, repairs and redecoration charges need to be made in communal areas of shared houses, they will be shared equally amongst all tenants unless one person in particular is happy to admit full responsibility.

All tenants are jointly responsible for cleaning and care of the communal areas under the tenancy agreement. We therefore recommend that everyone contributes to ensuring the property is handed back as per the standard stated on your inventory given to you at check in. If you need another copy of the inventory please let us know, and we can get this sent out to you.

If you are responsible for the gardening, ensure this is to a standard as at check-in.

Even if you have left early, you will still be responsible for the condition of the property when the check-out inspection is carried out at the end of your tenancy agreement.

If your utilities are not included in your rent then please ensure all utility accounts are closed and paid up to date.

You must also ensure that your full rent balance is settled by the end of your tenancy period. Your deposit may be delayed in being returned should there be any outstanding arrears.

The check-out report provides an accurate description of the property by comparison with the check-in report and will clearly identify any matters that have arisen during that tenancy, where you could be held accountable.

Fair wear and tear is taken into consideration when looking through the check-out report to ensure that any of the landlords proposed deductions are as fair as possible.

SU Homes use low cost contractors where possible to keep costs as low as possible for our tenants.

## Final Check

When you leave the property for the final time please ensure that:

- All electric is switched off including all sockets – Tenants are responsible for replacing light bulbs
- All windows, doors (including bedrooms) and gates are closed and locked
- All rubbish is removed from the property and gardens this includes ensuring that the dustbins at the house are empty for the next tenants to use
- All Inventory Items are put back where they were originally found (see Inventory). And that any Items you have put in the property during the tenancy are removed, including furniture, as you will be charged for removal of any Items
- Once you have cleared and cleaned the property it is a good idea to walk in as if you were just arriving, and check everything thoroughly against your inventory. Would you be happy to move in to the house in this condition?
- Ensure your mail is redirected to your new address. Any mail or parcels incorrectly delivered will be returned to sender where applicable  
<http://www.royalmail.com/personal/receiving-mail/redirection>

## Useful information

You may wish to appoint contractors to assist with cleaning / gardening / rubbish removal – here are some details of our recommendations:

### **End of Tenancy Cleaning**

ASCleaning [as-cleaningservices@outlook.com](mailto:as-cleaningservices@outlook.com)

Or

Top2Bottom Cleaning [darren@top2bottomcleaning.co.uk](mailto:darren@top2bottomcleaning.co.uk)

### **Gardening**

Pip Boyland Landscaping [pipstreesandlandscaping@gmail.com](mailto:pipstreesandlandscaping@gmail.com)

### **Rubbish Removal**

Box Rubbish Removal - [enq@boxrubbish.co.uk](mailto:enq@boxrubbish.co.uk)

## Tenant details

We would ask that you ensure we have your correct contact details.

If you're graduating please note your Essex email will be deactivated after a short time so you will need to provide your personal email address please.

**\*\*All correspondence in reference to the deposit will be done via email only as to keep it documented\*\***

Please fill in the table below and return to the office by the end of your tenancy date.

Property address:

Utility providers (If applicable):

Name and Room description	Email address	Number	Property departure/key return

## Deposit Protection Scheme

**(Who]** Your deposit is safeguarded by The Deposit Protection Service at

The DPS, The Pavilions, Bridgwater Road, Bristol, BS13 8AE.

W: [www.depositprotection.com](http://www.depositprotection.com)

N: 0330 303 0030

**(Why]** Deposits are held as security for the following purposes:

- 1) Any damage or compensation for damage, to the Property, the Room, the Shared Areas (Inc. Garden), the Room Items and the Shared Items for which tenants are liable.
- 2) The reasonable costs incurred in compensating the landlord for, or for rectifying or remedying any major breach by the tenant of the tenant's obligations under their Assured Shorthold Tenancy Agreement (AST), including those relating to cleaning.
- 3) Any rent or other money due or payable by the tenant under their AST for which the tenant has been made aware and which remains unpaid at the end of the tenancy.

**(When]?** SUHomes will contact you **via email** within 28 working days after your tenancy end date if your landlord proposes to make any deductions from your deposit. If **all tenants** agree to the deductions by return email we are able to start the process to get your deposit returned, according to the agreed deductions. If any of the tenants disagree with any of the proposed deductions, then you are to **reply all** to the email clearly stating your reasons why with proof to back up your reasons. We will relay this information back to the landlord to get their instruction.

Repayment of the Deposit or any balance of it will be made within 10 working days of the Landlord and **all tenants** agreeing the allocation of the Deposit. Agreement has to be made for the deposit to be released and in the case that agreement can't be made the DPS dispute service will be offered.

**(What]** The scheme can act as an adjudicator in dispute cases which allows tenants to get all or part of their deposit back when they are entitled to it in the event of an irresolvable dispute with their landlord at the end of the tenancy period.

## Check Out and Deposit Return



We hope you have enjoyed your stay with us this last year, and would like to wish you all the best for the future, however. If you are still looking for accommodation for next academic year, please do not hesitate to contact the office.