



Check Out Advice

We are sorry to see you are leaving! Below we have put together a few steps to making sure there is no need for any maintenance or cleaning costs on your departure. By now you will have scheduled your check out appointment (if not, please call urgently to do so). The below is a list of standards that we will be looking at on the point of check out. If you have any questions, or are unsure about what you need to do, please give the CityLets team a quick call and we will talk it all through.

We are very keen to ensure both parties leave the property happy and with a good relationship.

****START BY HAVING A WATCH OF YOUR MOVE IN VIDEO****

1. Property must be broom swept clean, mopped, and vacuumed
2. All kitchen(s) and bathroom(s) must be completely clean
3. All walls must be clean and painted the same colour as before tenancy began (Unless Tenant has been given prior written permission from Landlord. If painted without agreed consent, repaint charges will apply)
4. Vacuum and clean any/all carpet(s)
5. Clean all windows
6. Remove all of your personal possessions and belongings.
7. No rubbish or waste shall be left behind; Do NOT leave bin bags in or outside the property
8. If applicable, all exterior areas shall be cleaned of debris and left clean
9. If applicable, exterior lawn and landscaping shall be presentable
10. Leave all kitchen appliances, window treatments, phone jacks, etc.
11. Defrost and clean freezer
12. All keys shall be returned prior to the end of tenancy or notice period
13. All light fixtures are to work properly with working light bulbs
14. All electric is to work properly
15. All plumbing is to be free of any leaks or blockages
16. All heating is to be working properly
17. All smoke alarm(s) and carbon monoxide alarm(s) shall be working properly
18. Leave ALL utilities on until your move-out inspection has completed
19. Make CityLets aware of any damage or issues inside the rental unit

When you have completed the above. We advise you utilise your smart phone to photograph or video the space. This allows for a dated set of images to support any further discussions regarding deposits or charges.

Avoiding Costs and Deductions

You will have received as moving in video before taking up occupancy. This is a great foundation and check as to how your room should look on vacating. Have a look on your whatsapp or whatsapp group at your move in video. You will have received it from one of the team before or at point of key collection.

YOUR ROOM/PROPERTY SHOULD LOOK IN SIMILAR OR THE SAME CONDITION AS THIS VIDEO. ANYTHING BEYOND FAIR WEAR AND TEAR WILL BE BROUGHT BACK TO STANDARD AT YOUR EXPENSE!

As per your tenancy agreement, you are required to make right any damages, excessive scuffs and marks on paintwork (this may mean painting) and rectifying any unreported or tenant caused maintenance damage. You are also required to clean the property to a standard equal or better than when you moved in (shown in your video).

YOU MAY CHOOSE TO USE A CLEANING COMPANY, ESPECIALLY FOR OVENS AND DETAILING, A HANDY MAN OR PAINTER TO HELP YOU GET THE PROPERTY UP TO SCRATCH. THIS ISN'T ALWAYS THE CASE BUT WE ARE VERY KEEN TO AVOID YOU FACING HIGHER COSTS THAN SORTING IT YOURSELF.

Charges: we will never charge for improvement! However you will be charged for any costs or a contribution to any costs the landlord faces to get the property back to the standard you moved in (minus any fair wear and tear). The charges will be raised by a third-party company, usually a cleaner or maintenance company and once invoiced we will pass to yourself for payment.

Fair Wear and Tear

We use a standard process as a frame work, however each property is case by case. Our team will review the move in video and look to apply any reduction based on property at point of move in, improvements Vs repairs/damage and then finally a fair wear and tear reduction.

Our standard ruling for fair wear and tear deductions is:

- **10% for less than 1 years tenancy**
- **15%-25% for less than 4 Years**
- **50% for 4 years+**

Tenancy Extracts

Below are some reminders of key points in your tenancy to make sure you understand what you have agreed to.

Your space. This section gives reference to your responsibilities when vacating. These should be adhered to by the letter and your property should not require any further maintenance or cleaning. You are responsible for returning it as close to the move in video as possible.

“Landlord’s Furniture and Effects 1 This tenancy includes use of the Landlord’s fixtures and fittings. At the end of the tenancy **these are to be left in the same room in which they were at the start of the tenancy.** Fixtures and fittings will be recorded prior to commencement of tenancy by the landlord/agent. The tenant is required to raise any missing or altered items within 7 days of taking possession of the property.”

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“1 The Tenant shall maintain the Property and all fixtures, fittings, effects and equipment provided by the Landlord for the Tenant’s use and enjoyment in the same state of cleanliness and condition as they are in as at the commencement of the tenancy and to wash and clean all items that should become soiled during the tenancy and replace or reinstate the Landlord’s Property and any of the Landlord’s fixtures, fittings, effects and equipment that shall become broken, damaged or otherwise unusable as a result of the Tenant’s abuse, misuse or neglect AND for the avoidance of doubt the Tenant shall be liable for the replacement of the bed base and mattress at the end of the tenancy if these shall become soiled, torn, marked or otherwise damaged in any way as a result of the Tenant’s use and the Tenant’s failure to adequately protect them from such soiling, tearing, marking or other damage. “

“2 Make good all damages and breakages to the Property and its contents that shall be caused by the act or default of the Tenant or the Tenant’s family, agents or invitees and in respect of which the Tenant is responsible 3 Promptly notify the Landlord or the Landlord’s agent of any defects to the Property (whether or not caused by any act, default or neglect of the Tenant) of which the Tenant becomes aware. 1 Maintenance will be reported via email with suitable detail of the issues”

“3 At the end of the tenancy, the landlord may use the deposit to pay unpaid accounts or charges for TV licence, electricity or gas or other fuels used by the tenant (over and above the fair use amount) in the premises, unless lawfully withheld by the tenant”

“36 To compensate the Landlord within 7 days of demand for the reasonable costs incurred by the Landlord in remedying any breach or failure of the Tenant to comply with all the obligations under this Agreement including non-payment of rent.”

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COMMUNAL AREAS IN SHARED PROPERTIES. This clause covers all communal area cleaning and damages up until your contracted end of tenancy date and time. If you vacate earlier, this does not negate your responsibility for ensuring the property is handed back correctly at the end of tenancy.

Joint and several liability 1 The Tenant and the Other Occupiers of the Property shall be jointly and severally liable for any breach of the Fair Usage Policy (relating to over usage of gas, electric services and water), damage, abuse or any breakages to the Landlord’s property, fixtures, fittings and effects and cleaning. All such expenditures reasonably incurred by the Landlord shall be charged to the tenants jointly and severally at any time during the term fixed by this Agreement and particularly at the end of the fixed term period. 2 Joint and several liability for damages or abuse is applicable to all tenants for communally accessible areas of the property. This includes but is not exclusive to hallways, corridors, garden and property frontage, any shared communal rooms such as kitchens, laundry areas, lounge and bathrooms/toilets. 3 Any costs/invoices raised will be split evenly between all tenants unless responsibility and payment is volunteered by individual parties.