

Moving Out

We are fast approaching the end of the tenancy and wish to remind you of your obligations before moving out of your property. This includes ensuring the property is “sparkling clean” and in order everywhere prior to your locking up for the final time. We want to return your full deposits to you, so please follow the below advice to ensure this happens. Please also find a handy checklist overleaf. By not carrying out the following, you may be at risk of incurring charges and therefore deductions from your deposit.

Returning Your Keys

Please find enclosed key label (red tag), key receipt (brown tag), and a plastic bag; there is a set for each tenant, with their name. You must complete the necessary details on the label on both tags, as well as the plastic bag (number of keys you are returning, if this includes a bedroom key and details of the room you occupied). Tie your keys for the property to the “red strung” tag. Place both tags (and keys!) in the plastic bag and return this to our office. Once at the office, your “brown tag” receipt will be stamped with the date and time, and you should retain this for your records.

You must return all your keys By 12 noon on the end date listed on your Tenancy Agreement

All key returns should be to the office: RNL Property Management, 2 Victoria Road, Hyde Park. On No Account Should Keys be returned via the post.

For any keys handed in late or for any keys not returned – a full lock change may be necessary, for this a charge of up to £250.00 per property will be made.

*** Please consider there may be queues for handing in keys at peak move out times, so you should be prepared for this. We strongly recommend you arrive early if you can ***

Keys can be returned earlier than your tenancy end date if you are ready to move out, though you are contracted until the end date on your tenancy agreement. Where applicable, we will provide details of our extended opening hours via email at a later date.

When you return your keys it's advisable to obtain a receipt, this may be required as evidence in the future.

End of Tenancy Cleaning

Please ensure the property is returned to us in a sparkling clean standard, ready for new tenants to move in. If we have to instruct cleaners to attend the property once you have vacated, the cleaners charge £20.00 per cleaner per hour.

We believe you should now be fully aware of the above obligations and trust you will honour the requirements to ensure transfers are satisfactory but if you require any further clarification, please do not hesitate to get in touch with us.

Meanwhile, in anticipation, we thank you for your co-operation over the last academic year and wish you all the best for the future.

RNL Property Management

Requirements Checklist:

- **Maintenance** – Should there be any maintenance issues requiring post tenancy action, this may result in delaying deposit returns so it is important you make every effort to report any of these immediately via our **online maintenance system**.
- **All personal items must be removed** completely from the property including items in the cellar. We recommend you start your disposal of unwanted items now as there will inevitably be more than you realised, and eventual clearing will become your major problem. Items such as cleaning products must also be removed, although you think this may be useful to the new tenants, most ask for these to be removed.
- **All rubbish must be placed in the outside bins** provided by Leeds City Council. If it does not fit inside the bin, then it should be taken to a local refuse site (not placed in bags beside the bin); the closest site is situated on Meanwood Road. If you call the council waste recycling on 0113 222 4406 you can get any old furniture removed from bin yards and gardens for free. If any rubbish is not disposed of correctly by your move out and we have to clear it away, then **you will be charged a minimum of £100** for this due to fines levied by Leeds City Council.
- **External area of the property should be swept and tidied** ensuring all litter is properly bagged and put in the council bins.
- **It is illegal to leave bins on the street** and the council's Environmental Action Team will issue fines for this. Please put your bin out the night before collection and bring it in as soon after it has been emptied as possible.
- **All furniture needs to be placed back into the correct rooms.** Any other furniture left which does not come with the property may incur a charge for removal.
- **All rooms are to be thoroughly cleaned;** bedrooms, common use rooms, halls, staircases, kitchens. Including skirting boards, and areas under beds, sofas, chairs, etc. The insides of the windows also need to be cleaned.
- **All wall posters, calendars, photos etc must be removed** leaving no marks from drawing pins, tape, or Blue Tac.
- **Cookers need to be degreased and thoroughly cleaned**, including underneath. You can buy special oven cleaning kits from most retailers, which will take the hard work out for you.
- **Fridges and freezers need to be completely emptied**, defrosted, cleaned, and left **switched off** for incoming tenants' immediate use (Doors should also be left open as these will start to smell when switched off).
- **Bathrooms need to be cleaned** with appropriate detergents, ensuring discoloured areas and marks have been removed. Special sprays can be purchased for mildew-we highly recommend the use of these. It is recommended that sanitary-ware is left with detergent in toilets and surfaces disinfected before vacating the property.
- **All electric lights should be left operational with lamps (bulbs) fitted.**
- **Smoke alarms** - On no account must there be batteries removed from detectors, or detectors covered. Replacement batteries must be fitted immediately where required.
- **Curtains and blinds must be hung correctly**, if you have had your own curtains during the tenancy and are taking them with you, the original curtains need to be put back.
- **Remember to take your final meter readings** for your gas, electric, and water (if applicable) and pass these to your supplier. **All bills need to be settled and paid to the appropriate bodies e.g. Gas/ Electricity/Water/Council tax (we will require proof that the bills are paid up to the end date on your tenancy agreement and in full before any deposits are returned).** If you are exempt from paying council tax you must provide evidence of this from Leeds City Council. If you are a student, you will be exempt but must obtain an exemption notice from Leeds City Council as proof. If the council will not provide you with another copy of this, we will accept your student certificate from your University (one per tenant) or a photograph/scan of your student ID card. **You are responsible for your bills for the duration of the tenancy, not just up until the day you moved out.**
- **If you have set up your own telephone or broadband** arrange to have the account closed or moved to your new address. Some suppliers request a return of the router, so you must take this with you.
- **Your rent must also be paid up in full.**
- **Update your postal address on any accounts you hold or arrange to redirect your mail** with Royal Mail. Do not order any last minute parcels to the property address as we will be unable to forward any mail on to you after you have moved out
- You must provide us with a **"stamped and addressed envelope"** with your name and the required destination for your deposit (cheque) to be returned to. Please provide this when you return your keys to us.
- **When you leave the property for the final time**, you must leave your bedroom unlocked and the name of the occupant on a piece of paper on the bed. The house must be left secure using Yale/mortice and grill locks where applicable and the burglar alarm set if present.

End of Tenancy FAQ's

Can I stay in the property an extra day?

We cannot offer any extension to your tenancy agreement as we need to ensure the property is prepared for new tenants once you vacate.

If you need to find somewhere to stay after your contract end date we advise that you look at your options early. Consider staying with friends or family in the area, booking a local hotel or airbnb, or renting a storage space to store your items for a short period.

Can I return my keys early/on a weekend?

You can return your keys prior to your contract end date if you are ready to move out. Our standard office hours are Monday – Friday 9am-5pm. You can also return them out of hours using the secure letterbox located outside our office; please just ensure you use your key return pack so we can identify the keys as yours.

Our office may be open for extended periods during busier periods for your key returns. Where applicable, we will confirm our extended open days/hours via email nearer to the time of your move out.

When and how will I get my deposit back?

We are only able to return this once your tenancy has ended. Prior to the return, you would need to provide us with confirmation that your bills have been settled to the date your tenancy ends. This should include the following:

Gas – (if applicable) you should take a final read and pass to your supplier to obtain your final bill.

Electric – You should take a final read and pass to your supplier to obtain your final bill

Pre-payment meters – if you have these please take a photograph of the meter before you leave showing a credit balance. You should ensure that no debt is left on the meter. Please also leave the top up card(s) in the property for the next tenants

Water - if you have a water meter you will need to take a reading to obtain your final bill, most properties do not have these fitted – Yorkshire Water will be able to advise you if you have one, if not, you should be paying standard rates.

Council Tax – If you were all full-time students in the property, you will be exempt from payment of council tax, however you do need to actually apply to have exemption granted. You can do this via the Leeds City Council website and the council will then issue you with a 'Council Tax Exemption Notice'; we need to see a copy of this document. The council can be strict about providing copies if you have lost your property exemption notice; if you do have difficulty with this, we will also accept a certificate of council tax exemption from your university, or a photo/scan of your student ID card (please be aware that we will need this evidence from all tenants in your house before we can sign this off).

If your rent amount is inclusive of bills (gas, electric, water) you will just need to provide your council tax final bill/exemption.

Your final bills should show a zero balance or be accompanied by a proof that an outstanding balance had been paid. Final bills should be uploaded to your tenant account online via our website: www.rnlpropertymanagement.com, under the 'End of Tenancy Bills' dropdown.

We will not process your deposit return until all bills have been received for your property.

Once we receive all bills for your property our deposit return processing might will take around 10 working days to complete, though we will do this sooner where possible.

Your deposit will be returned in the form of a cheque in the stamped addressed envelope you have provided. If you have not provided this, please log in to your tenant account and update your 'Forwarding Address'.

Why do I have to provide you with final utility bills?

This is a requirement under the terms of your tenancy agreement. If a tenant does not pay a bill this could cause issues for the Landlord and any new tenants. To avoid this, we ask that you provide proof that your utilities have been settled to the final date specified on your tenancy agreement. We remind you of this in advance of you leaving the property to give you optimum opportunity to arrange to pay off your bills so you are prepared to send us the final bill soon after the end of your tenancy.

If I am moving overseas, how will I receive my deposit?

In this case, and only in special circumstances, can we return your deposit via bank transfer. Please be aware that if you have an international account, you will be liable for any charges from our bank and yours, and this

will be deducted from the amount.

If you prefer, we can also issue your deposit cheque to a UK resident whom you trust to return the amount to you.

Please contact our accounts team with all details, including the following for international payments: IBAN, Bic/swift, Bank name and address, your account name and your address.

If I move out early, will I get my deposit back sooner?

You can move out of the property earlier if you are ready to, however you would still be liable for your rent and utilities up to the date your tenancy ends. We cannot return your deposit until your tenancy has ended.

If you return keys early, we hold these securely and you are welcome to collect them again at any point up to your contract end date if you need to return to the property for any reason.

When and where can I view any deductions to my deposit?

We will notify you via email within 28 days of the end of your tenancy whether charges apply to you. You can view your charges at any point throughout the tenancy, and once your tenancy has ended, by logging in to your tenant area via our website. Please be aware that your charges may not be full and final until we receive your bills and we receive final invoices from cleaning companies and contractors where applicable. At this point we can check and process your deposit return fully.

Once we have processed your deposit return, we will issue a letter, cheque, and a statement of account with a breakdown of any property charges.

Why am I being charged for cleaning?

The property needs to be left in a good condition - clean and tidy - ready for new tenants to move in to. If this is found to be unclean when we inspect the property we will have no option but to arrange for a team of cleaners to attend. Cleaning a property can take some time and a lot of hard work, and can prove to be costly. The cleaning company we use charge from £20.00 per cleaner per hour depending on the severity of the clean.

We would hope to avoid having to charge you for cleaning and damages and be in a position to return a full deposit to you. Please appreciate that it is in our interest as well as your own to leave the property in an acceptable standard.

Why am I being charged for damage caused by my housemates?

If you have signed a joint and several liability contract, under the terms of this you are all jointly responsible for any damage caused in the property. Any charge for damage which has had to be rectified will be applied to the property and split equally between all tenants.

If one tenant wishes to accept liability for a charge, and we retain a sufficient deposit for this person, we would ask that they confirm acceptance of the charge in writing. At this point, the full cost will be applied to this tenant and removed from other tenant's accounts. If we do not hold sufficient deposit for your housemate to cover the accepted charge, we would need payment in full to settle the account before the charges will be removed.

How can I dispute a charge on my account?

If you are viewing charges online you must wait for us to finalise deposit return processing as charges are not full and final until this is done. We will process your deposit return once all your final bills have been received. As part of the processing we will check any charges applied to the account to ensure they are correct and justified, so these are subject to change. The proposed charges will be final once you receive your deposit return paperwork. This will include a copy of our disputes process, so if you disagree with anything you are welcome to raise a formal dispute with us.

I have overpaid rent/not cancelled my standing order; how will this be returned to me?

You are responsible for your standing order. You need to ensure that this has been cancelled/has expired once your final rental payment has been made. You can do this online if you have internet banking, or you can contact your bank who will do this for you. If you do forget to cancel this in time any overpaid amount will be returned on top of your deposit amount, which is payable via cheque.

If you require your overpayment to be returned sooner, we can issue an earlier bank transfer, however you must please respect that our team will be very busy at this time and it might take up to 14 days to get this returned to you.

If you have any queries, not included above, please contact our team for assistance.