

CHECKOUT GUIDE

Everything you need to know

DEAR TENANTS,

We are sad to see you leave us.

We'd like to thank you for choosing to rent with us, as the company responsible for managing your property - we hope you have had a pleasurable experience.

We always do our best to ensure the best customer service - if you have any questions or queries on our check-out process, please feel free to contact us via telephone on 0113 887 8158 and email on enquiries@smartim.co.uk.

Please take time to carefully read through this document so that there are no surprises upon you vacating your property once we have conducted our final inspection - we strongly recommend that you make use of the checkout check list on page 3.

We welcome feedback from our tenants. Your feedback provides us with an opportunity to understand what you like or dislike about our service and improve our services where appropriate.

We wish you all the best on your future prospects.

Yours sincerely,

SMART
INVESTMENT & MANAGEMENT

THE END OF YOUR TENANCY

TENANCY RENEWALS

We will contact you 10-12 weeks prior to the end of your tenancy to find out whether or not you wish to renew your tenancy. If you are not sure, we will endeavor to work with you until a decision is met. Please note your property will automatically go onto the rentals market 4 weeks before the end of your tenancy unless a tenancy renewal has been agreed.

If you are leaving at the end of your tenancy, we will begin to remarket the property, and add it to our available "To Let" list. At this point we will need access to show prospective tenants around the apartment. We will always contact you first and give you at least 24 hours' notice. If you decide you do want to stay during this period, we will be happy to renew your tenancy, unless a new tenant has been found and referenced.

END OF TENANCY PROCEDURE

At the end of your tenancy we will carry out a final inspection of the property. You will need to let us know if you wish to be present at this appointment within 7 days of this End of Tenancy Confirmation Email and then the appointment will be booked for the last day of your tenancy. If you do not wish to be present or we do not hear back from you then the appointment will be booked for the last day of your tenancy. If you do not wish to be present or we do not hear back from you then the appointment will only be made once your keys have been returned to the office.

UTILITY BILLS

At the end of your tenancy, we will require evidence of a final statement from your utility providers (water, gas & electricity) and confirmation that your account is paid up to date. To do this, you will need to provide the utility supplier with final meter readings which are generally taken on the last day of your tenancy. If you require assistance on obtaining a meter reading, please reach out to us and we will do our best to assist you.



CHECK OUT CHECKLIST

DEPOSIT RETURN

If you have any rent arrears, please make sure these are paid immediately to ensure return of your deposit. Inform us of your forwarding address for the return of your deposit. Again, it is important that you report anything you are not satisfied with at the beginning of the tenancy, as otherwise it will be assumed that any problems have arisen as a result of your tenancy.

To ensure quick and easy return of your deposit the following steps should be taken.

- The property should be thoroughly cleaned and left tidy throughout. This includes all appliances – ensuring the oven is cleaned thoroughly, including the internal racks and trays, the fridge/freezer is thoroughly defrosted and free of excess water (and left off and the door open), the washing machine powder drawer and any filters are cleaned out, extractor fans cleaned and filters replaced or cleaned, kitchen units wiped out. Skirting boards, door frames & light fittings are dusted, finger marks are removed from light switches and any marks on paintwork removed and the windows cleaned inside and out. This is just for guidance and is not exhaustive.
- All light bulbs in the property to be replaced if required (or a charge will be made for staff to source and replace).
- Any broken or damaged items from the inventory should be replaced with the same or as near match as possible.
- The garden (if applicable), including lawns, borders, paths, driveways, patios and hedges should be left in a good tidy condition and all weeds removed. We can recommend gardeners to you should you prefer it is done professionally.
- Curtains and nets should be washed or dry cleaned as appropriate along with Venetian blinds.
- Ensure that carpets are as clean as you found them (the original cleanliness will be noted on the inventory you were sent). If there are any new stains or grubby areas the carpets **MUST** be professionally cleaned. It is a condition of your tenancy agreement that, if you have been at the property for 12 months or more, the carpets must be cleaned in any case. We can recommend carpet cleaners. If you arrange the carpet cleaning yourself you must provide proof that this has taken place by a professional cleaner.
- If you have had authorised pets at the property, you will have signed additional clauses in your tenancy agreement obligating you to have the carpets professionally cleaned and treated specifically to eradicate the possibility of fleas. Please ensure that you obtain proof when having this done.
- Arrange final accounts for: electric, telephone, and council tax.



CHECK OUT CHECKLIST

- You must arrange re-direction of your mail with the Post Office; we will not accept responsibility for any mail which arrives after you have vacated the premises. Tenants are at risk of falling prey to identity fraudsters by failing to change their details when they move house so please do this in good time.
- Ensure that all your personal belongings are removed from the premises, including cleaning materials prior to our inventory check and handing back of the keys.
- To enable the return of your deposit, please provide a forwarding address, along with copies of your final utility bills, confirming they are closed.
- Please advise us if you have changed the alarm code (if applicable) during your tenancy or check with us that we have the correct alarm code when you hand in your keys.
- If your rent is paid by standing order, you must contact your bank and cancel it direct with them. We cannot do this for you. If we receive rent because you have not cancelled your standing order after you have vacated then there will be an administration charge to return the monies.
- Should there be any outstanding maintenance prior to your checking out, please ensure to raise this with us to minimise the risk of this being charged from your deposit.

We are continually trying to improve our service. Please let us know if there is anything that would have been useful to have in this booklet.

With Best Wishes,

SMART
INVESTMENT & MANAGEMENT



CONTACT US

 T: 0113 887 8158

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