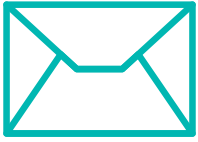


# TENANT'S GUIDE TO MOVING OUT

Please follow this checklist to help you move out of your property smoothly.



## 1 MONTH TO GO

- Inform utility companies and service providers that you are moving to arrange termination of your contracts. This includes phone and internet, gas, electric, water, Council Tax and TV Licence. Please do not arrange for utility supplies to be disconnected, or for accounts to be put in the name of Comfort Lettings or your landlord.
- Arrange for your post to be forwarded to your new address.
- Consider the repair of your property. Take a look at your inventory for an idea of how we expect the property to be returned and carry out any necessary work to get it up to standard, for example tidying the garden.
- Check your standing order is set up to finish on the correct date.



## 2 WEEKS TO GO

- Start packing and sorting your belongings.
- Arrange for any removal companies or van hire you might need. Don't forget to check any parking restrictions which may apply to moving vans.
- Cleaning is a time consuming task so you may want to arrange for cleaners to attend your property after you have moved your belongings. Book this in now.
- Book any child or pet care for moving day.



## 3 ONE WEEK TO GO

- Start cleaning now! In our experience, cleaning can take a lot longer than tenants anticipate. Starting early will save you a lot of time and effort on moving day when you will undoubtedly be spinning lots of different plates! Please see below for a full cleaning checklist.

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## 4 MOVING DAY

- Ensure the property is cleaned to the standard outlined in your inventory.
- Take photos for your records.
- Send final meter readings to your portfolio manager and utility supplier.
- Switch off power at the walls.
- Ensure all windows and doors are shut and secured.
- Return all the keys and fobs to our office.



## 5 AFTER YOU MOVE OUT

We will carry out an inspection of the property within 48 hours of your tenancy end date.

During the inspection we will compare the condition of the property with the inventory and note any discrepancies.

We will then call you to discuss these discrepancies so that you can make representations regarding the condition, before writing up your deposit report and letting you know of any deductions. Please note that if contractors need to attend the property we will need to wait for their invoice to give you an accurate picture of how much they will charge for the work.

**If you are unsure of how to leave your property, please contact your property manager who will be happy to help with any queries.**

# CLEANING GUIDE

Below are some guidelines for cleaning your property. We've done our best to create a full list, but please don't assume it is exhaustive. These are points which, in our experience, tend to catch people out. Please do ensure you leave enough time to complete each element as failure to do so may result in your deposit being used to rectify any items missed.

## KITCHEN

- Clean ceiling fan/ extractor hood.
- Wipe any washable walls with a product such as sugar soap.
- Clean dishwasher inside and out.
- Clean washing machine/ dryer including soap dispenser and filters.
- Clean all portable appliances.
- Clean the refrigerator inside and out (not forgetting seals), turn off and leave doors open.
- Defrost freezer, clean inside and out (not forgetting seals), turn off and leave doors open. Ensure any water from defrosting is mopped.
- Clean oven, hob, under burners and grill pans.
- Wipe inside and out all cupboards and drawers (including kick boards)
- Replace any bulbs including the fridge, vent hood, oven and fan.
- Clean all counter tops.
- Clean sink.
- Sweep and mop floor.

## BATHROOMS

- Thoroughly remove any mould that may have grown on the grout, between tiles and along seals.
- Clean shower curtains, or replace if they are beyond repair.
- Clean inside and outside of shower screens to remove watermarks and soap residue.
- Remove all evidence of limescale on the toilet pan, bath, taps and shower attachments.
- Clean and clear drain holes.
- Wipe all surfaces, mirrors, soap trays etc.
- Ensure all personal belongings are removed.
- Clean out extractor fan.
- Replace expired bulbs.

## LIVING AREAS

- Sweep and mop any wood flooring and vacuum carpets throughout. Clean floors with stain removal products if necessary. Don't forget to clean under any appliances and furniture.
- Clean windows, sills and ledges (inside on all levels, and outside on the ground floor).
- Clean any curtains or blinds and ensure they are rehung.
- Sofas: Clean and vacuum, including under all cushions. Loose covers should be washed or cleaned following the manufacturers instructions, and replaced correctly.
- Clean light fittings including lampshades, switches, cables and plastic covers.
- Clean scuff marks from walls using a product such as sugar soap.
- Dust skirting boards, switches and sockets.
- Dust and clean radiators/ electric heaters.
- Wipe down shelves and inside cupboards and drawers.
- Clean light fittings and replace expired bulbs.
- Place furniture in the correct location (as per your inventory).

## BEDROOMS

- Clean wardrobes internally and externally.
- Return all furniture to its original position.
- Wipe all hard surfaces (desks, window sills).
- Dust/ wash any soft furnishings such as curtains, lamp shades.
- Polish mirrors.
- Vacuum and clean carpets/ wood flooring, including under furniture.
- Dust skirtings.
- Remove any additional furniture brought in to the property.
- Clean light fittings and replace expired bulbs.

## OTHER

- Sweep any storage areas, garages, basements.
- Ensure all rubbish is removed from the property, including outdoor bins.
- Clear and sweep garden and external areas.
- Cut grass and leave garden in seasonal order.
- If a Hoover has been provided empty and insert new bag.