

End of tenancy procedures tenant email

We also require details of the utility suppliers and the council tax reference number, as well as your forwarding address. **We will not be able to confirm your deposit return without these details.**

	Reference number	
Council tax		
Gas		
Electricity		
Forwarding address		

Please reply to this email to acknowledge receipt and fill out the above details.

We will visit the property to collect the keys from you and carry out a final inventory check at a suitable time, please contact us so that we can make these arrangements.

At the final inventory check appointment the property should be in a condition ready for the keys to be handed over. Please ensure that the property is in a clean condition with all the following matters attended to: -

- The property should be cleaned to the same standard it was in at the start of the tenancy as referred to on the inventory;
- Windows must be cleaned inside and out. Should you have difficulty in cleaning the outsides please employ a window cleaner;
- All kitchen cupboard doors, shelves and drawers should be cleaned;
- Fridges and freezers must be defrosted, cleaned and switched off;
- All other kitchen appliances, including cookers, should be thoroughly cleaned;
- All floors should be cleaned, paying particular attention to the edges and corners of rooms, underneath furniture etc.;
- Any marked/stained carpets should be professionally shampooed;
- All linen in the property should be washed i.e. bath mats, mattress protectors, shower curtains etc.;
- Skirting boards should be wiped down;
- If a private garden forms part of the property, this should be left in good order with grass, hedges etc. cut;
- All furniture should be returned to the rooms identified on the inventory;
- All personal belongings must be removed from the property, including bedding, food etc. Only those items specifically mentioned on the inventory should remain in the property.

Please note that **after the tenancy has ended you will not be permitted to return to the property** to attend to any outstanding matters. If the above matters have not been attended to this may result in deductions being made from your deposit to cover the cost of remedial works.

Utility accounts

At the inventory check our representative will take final meter readings for the gas and electricity, please have a details of the supplier available. You should then contact the electricity and gas

suppliers to provide them with these readings and close down your account, requesting that they send the final bills to your new address.

Please also ensure that any accounts for telephone and broadband are closed down by the date of your departure.

Council tax

You are required to inform the local authority of the date you intend to vacate the property and provide them with your forwarding address, to aid the transfer we would appreciate a note of the council tax reference number.

Rent payments

If you pay your rent by standing order, please ensure that you instruct your bank to cancel this at the end of your tenancy. Failure to do so will result in the bank continuing to pay rent after you have left the property.

Forwarding mail

We are not responsible for the forwarding of mail. Any mail that arrives at the property after you have vacated will be returned to sender. Please make arrangements with the Royal Mail for mail redirection. Please note that they require at least a weeks' notice to set up a redirection.

Deposit

Your deposit is held by **Safe Deposits Scotland** and you should contact them after you have vacated the property to request that the deposit be refunded. In the case of a joint tenancy each tenant must contact them to instigate their deposit refund. Their telephone number is **0845 604 4345**. You can request the deposit refund online by going to **www.safedepositsscotland.com**.

If any deductions need to be made from the deposit then we will contact you with details of these as soon as possible after the final inventory check has taken place.