

## End of Tenancy Procedure & Guidance Notes

**\*\*Please Read\*\***

Please find below our guidelines for how VitalSpace and your Landlord expect your rental property to be left at the end of your tenancy. The property should be returned in the same clean and lettable condition it was at the start of the tenancy. A fair wear and tear allowance will be taken into account for the full term of your tenancy.



### **Move Out Procedure**

All sets of keys need to be return to the VitalSpace office by 17:00 on the final day of your tenancy along with any parking fobs and permits where applicable. You will have **no** further access to the property once the keys have been handed back to VitalSpace.

VitalSpace will check the condition of the property and its contents using the in-going inventory to enable us to return your deposit. We will notify you of any proposed deductions from your deposit within 7 days.

To ensure your full deposit is returned, please pay attention to the following:



### **Fixtures and Fittings**

Items broken or damaged during the tenancy must be replaced on a like for like basis. Should you require VitalSpace to supply a replacement item we will be happy to do so however we do charge for administration, assembly and delivery. All furniture and inventory items should be returned to the original location as noted on the inventory unless specifically agreed with VitalSpace.





### Personal Possessions/Rubbish Removal

Please remove all of your possessions from the property at the end of the tenancy. Any items left in the property will incur a charge for their removal and disposal. Please ensure that all the recycling and rubbish bins are used correctly. Any bins containing incorrect waste will not be emptied by the council and will thus incur a disposal charge. Please refer to your respective council website if in doubt. All food from cupboards, fridge and freezers must be removed and disposed of correctly.



### Cleaning

The property must be clean and tidy upon your departures at the end of the tenancy. A cleaning charge will be incurred if the property and or fixtures and fittings are left in an unsatisfactory state.

The property must be left in an acceptable condition for new tenants to be able to move in immediately. Should this not be the case we reserve the right to charge you for loss of rent on a daily basis whilst the property is being cleaned.

VitalSpace will arrange for cleaning and redecoration as required and a fully itemised account of time spent will be produced for all work done to bring the property up to an acceptable condition.

Please kindly ensure that the correct cleaning materials are used for different surfaces (baths, ceramic hobs etc) as to not cause damage to the property.

**Kitchen Appliances:** Ovens, Dishwashers, etc should be cleaned with proprietary cleaners

**Fridge-Freezers:** Should be completely emptied, defrosted and thoroughly cleaned. It is essential that the door is left ajar rather than closed.

**Laminate / Solid Flooring:** Should be cleaned using dry or slight damp cloth/mop, water saturation will cause damage.





### Beds & Mattresses

If a mattress protector is in use at the start of the tenancy, please ensure it is washed and replaced on the bed at the end of the tenancy. Please ensure that the area around the bed and bedside units has been thoroughly cleaned.



### Carpets

Over and above normal wear and tear you may be charged for cleaning any marks, stains from the carpet or costs for damages. Please do vacuum under all beds, furniture and under sofas.



### Decoration

Fair wear and tear will be taken into consideration; however you may be charged for damage to wallpaper, excessive chips to paintwork and plaster damage caused by pins, nails, screws. Please do not attempt to redecorate any room without obtaining prior permission from VitalSpace.



### Bulbs/Smoke Alarms

Light bulbs/smoke alarm battery replacement is the responsibility of the tenant. Please contact VitalSpace should you require any assistance in this regard.



### Rent/Standing Order

If your rent is paid to VitalSpace by standing order from your bank it is **your responsibility** to cancel this standing order to prevent further payments being made from your account. Please check that your final rental payment has been made before cancelling your standing order.

