



Tenant Guidance 2024



The following guidance has been produced to help with a problem-free end to your tenancy. It is merely a guide, however it addresses the most common issues found during a typical End-of-Tenancy/Check-out Inspection and as such, the resulting costs incurred in rectifying such issues.

Any information or guidance provided by your Agent/Landlord; including your tenancy agreement should be adhered to. If there appears to be a conflict between guidance provided by your Agent/Landlord and the comments in this document, you should assume the guidance provided by your Agent/Landlord overrides the information provided by PROPRT360 or ask them for clarification.

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Time to move-out? What to expect

You have received this document as your Agent/Landlord has appointed us, PROPRT360, to conduct your End-of-Tenancy/Check-out Inspection and produce the evidential report detailing the condition in which you vacate the property.

You can think of the clerk's role at the appointment as someone playing a game of 'Spot the Difference'. It is their job to compare the decoration, contents and cleanliness of the property independently and impartially; to that from when you moved-in, to when you move-out... it really is that simple!

The clerk is trained and well-experienced in assessing the overall condition of the property, making allowances for 'fair wear and tear' and determining what may be classed as damages. They also provide a fair and impartial assessment of the standard of cleanliness in which the property has been vacated, by comparison to the original Inventory & Condition Report.

Example 1

If, when you moved in to the property, the oven was described as 'Clean. Good condition'; it is expected that when you vacate the property, the oven will be 'Clean', however depending on the length of your tenancy, allowances are made for 'fair wear and tear'. This means there may be cosmetic damage like light surface scratches or marks to the appliance. However, if a control knob is missing or the inside of the door glass is cracked, this would be deemed as damage.

Example 2

If, when you moved in to the property, the lounge walls were described as 'Magnolia emulsion. Clean. Good condition'; it is expected that when you vacate the property the walls will be 'Clean'. Depending on the length of your tenancy it would be acceptable for the wall condition to deteriorate to 'Average condition', however if the walls have been painted a non-neutral colour, wallpapered, picture hooks attached, bracket fixings or nails fixed, this would be deemed as damage.

What is assessed for working order?

- Taps are opened and sinks, wash basins and baths are checked for drainage.
- Toilets are flushed, checked for blockages and seats/lids checked to be secure.
- Extractor fans in kitchens and bathrooms for working order.
- Extractor hoods (fans and lights) in kitchens for working order.
- Smoke and CO (carbon-monoxide detectors) for working order.

The clerk is not a qualified electrician or a qualified plumber, therefore items noted as being in 'working order' is not a guarantee of fully operational; merely that items appear as such.

What is not assessed for working order?

The following items may be listed within the report and their state of cleanliness recorded, along with any obvious signs of damage. They will not however, be assessed for working order.

- Kitchen appliances (e.g. oven, washing machine, fridge/freezer etc).
- Other electrical items (e.g. televisions vacuum cleaners etc).
- Radiators, heaters, boilers and fires.
- Power sockets and isolator switches.
- Central heating systems and thermostats.

Any defects of faulty equipment should be reported to your Agent/Landlord immediately.

What else will be assessed?

- Drawers, cupboards and wardrobes will be opened and closed. Runners, hinges, handles, knobs and doors will be inspected.
- Curtains and window blinds will be checked to ensure they are securely fixed and in working order. They will be opened and closed fully to inspect for any soiling or damage.
- Mattresses are inspected on both sides for cleanliness, staining, tears and other damage.
- Utility meter readings are taken and photographed during the inspection where accessible. If this is not possible, 'inaccessible' will be recorded on the report.

Supporting information

During the inspection, various methods of recording the condition and contents of the property may be used, these include but are not limited to:

- Digital voice recordings.
- Electronic and hand-written notes.
- High-quality digital photographs.
- Video footage.
- Virtual 360° image capture.

All means contribute to the production of the End-of-Tenancy/Check-out Report but may not be included in the final evidential documentation.

Overview

The report produced and any photographs taken provide a fair and accurate record of the condition and contents of the property as the professional opinion of the clerk on the date the inspection was conducted. It remains the sole responsibility of the Agent/Landlord and tenants to check, verify and agree the accuracy of the report prior to any actions being taken.

Keys

All keys recorded on the report must be kept safe and handed-over at the end of your tenancy agreement; either to the clerk conducting the End-of-Tenancy/Check-out Inspection or to your Agent/Landlord as instructed. Any copies made must also be returned at this time. If keys are lost, replacements should be provided as failure to do so may result in locks being changed.

General

All items should be returned to their original locations within the property as recorded on the original Inventory & Condition Report; to ensure they are easily identified by the clerk. Searches will not take place to find omitted items and the report will mark these items as missing/to be replaced. We cannot search extensively for smaller items (e.g. vacuum cleaner tool kits) so we recommend these are left out in clear sight (e.g. on the kitchen worktop).

Cleaning

Cleaning is expected throughout the property, with particular attention given to sanitary ware, windows, high-level dusting around the ceiling, flooring, appliances and kitchen units. It is expected that the property and its contents will be vacated in a similar condition of cleanliness to that recorded on the original Inventory & Condition Report.

Where the oven, hob and/or cooker have been allowed to become soiled during the tenancy, it is our experience it is extremely unlikely you will be able to clean them to an acceptable standard. You may consider using a specialist cleaner and use the time saved to deal with other matters.

If the original Inventory & Building Condition Report was marked as 'Professionally Cleaned' at the start of your tenancy, the property should be vacated and returned to the same standard. Proof of this by means of a sales receipt may be required and should be given to the clerk at your End-of-Tenancy/Check-out Inspection or a copy sent to your Agent/Landlord.

Carpets

All carpets should be thoroughly vacuumed. Depending on your tenancy agreement they may have to be professional cleaned; evidence by means of a sales receipt may be required.

Decoration

It is accepted during the course of normal day-to-day living that a small number of marks and scuffs will appear on some internal decoration. However, this has to be deemed 'fair wear and tear'. Excessive markings/stains/scuffs will be recorded on your End-of-Tenancy/Check-out Report as damages. Screw/nail holes, pencil/crayon marks and over-painting from re-decoration will not be considered 'fair wear and tear' and you may be apportioned liability.

A typical tenancy agreement requires that any re-decoration (even if deemed an improvement by the tenant) should receive written permission by the Agent/Landlord. Ensure you check your individual tenancy agreement for guidance on this. If you re-decorate without the required permission (even if deemed you have improved the cosmetic condition) you may be apportioned liability for changing the colour scheme or decorating to a poor standard.

Common deposit deductions

Please note, the following list is by no-means exhaustive. It is simply a guide to the most common and avoidable issues we find daily when conducting our inspections.

- Discolouration to tile grouting in kitchens, bathrooms and WCs.
- Lime scale deposits, mould and tarnishing to taps, shower heads and plug holes.
- Mould to mastic sealants around baths, shower cubicles and behind wash basins and sinks.
- Food deposits and burnt-on grease to hobs, ovens, grills and pans.
- Mould forming to shower cubicle and bath screen door seals.
- Light bulbs, including supply and fit and missing light shades.
- Nail/screw holes, dents, excessive scuff marks, tape and blue/white tack-type markings.
- Stains, tears and burn marks to flooring, including laminates, hardwood, carpets and vinyl.
- Stains, tears and burn marks to furniture, upholstery, curtains and window blinds.
- Stained and soiled bedding.
- Stained and soiled mattresses.
- Replacement of missing/unseen items.
- Damaged light switches, aerial and power sockets.
- Overgrown/unkept gardens and untidy external areas including weeding.
- Redecorating without evidence of written permission.
- Damaged locks and missing keys.
- Replacement smoke detectors or replacement batteries if no longer working.
- Disposal of rubbish left within or outside the property.

Common deposit charges

Please note, the following list is by no-means exhaustive. It is simply a guide to the most recommended and avoidable deductions from tenant deposits.

- Oven clean = £78
- Excessive mould to mastic sealants (wash basin, bath, shower tray) = £65
- Carpet clean (double bedroom, living room) = £80
- Iron burn marks (per burn) = £40
- Hair straighteners burn marks (up to four) = £40
- Broken plaster (ceiling/walls less than 1sq.m) = £50
- Ceiling/walls (excessive scuff marks, scratches, staining, tack damages per wall) = £30
- Nails, picture hooks, screws (walls, ceiling, kitchen units) = £9
- General cleaning (per hour) = £25
- Launder curtains (per pair) = £90
- Internal door damages (handle missing, holes, spit) = £40
- Fridge/freezer drawers (each damaged or missing) = £45
- Shower curtains (missing or damaged) = £15
- Mattress protectors (missing, damaged or stained) = £22

Descriptions

As new

Entry has the appearance of a newly purchased item, either remains in original packaging or it is clearly obvious. E.g. carpets do not get laid in their original packaging but it will be obvious they are brand new.

Good condition

Entry has very minor or slight signs of wear, lightly worn appearance making it clear the item is not brand new. There is no obvious damage, defect or cosmetic blemish of note.

Average condition

Entry has signs of general wear and typical ageing, carpets may have fraying to edges, minor faint spot marks in footfall areas, minor shading and discolouration in places e.g. still perfectly acceptable and functional.

Below average condition

Entry has extensively worn appearance, with obvious and excessive tears/scuff marks/chips, staining or scratches to surfaces of furniture, carpets, bedding and equipment. Still functional, however will likely create unhappy tenants who may disagree on functionality based on personal expectations.

Poor condition

Entry is clearly broken as they may be in pieces, have parts missing or collapsed. Large tears, large burn marks, large holes in furniture surfaces, unstable furniture due to missing fixings etc. Carpets, bedding and equipment with the above damage covering large areas of their surfaces. Likely not functional or fit-for-purpose, replacement requests from tenants would be warranted.

Comparisons

Dust/cob webs

Generally, when referring to ceilings, high-levels of walls or light fittings. Nothing more than high-level dusting should be required to resolve the issue.

Light debris

Generally, when referring to carpets and floor coverings, this may mean tiny amounts of leaves e.g. that have blown over the threshold, or lint or cotton fibres on carpets. Another example could be a small collection of crumbs in kitchen cupboards or under salad trays in fridges etc. Nothing more than a vacuum of carpets, sweep of hard floors, or dustpan and brush should be required to resolve the issue.

Heavy debris

Generally, when referring to carpets and floor coverings, this may mean substantial amounts of leaves e.g. that have blown over the threshold, dried or crumbled mud that has been walked-in, copious amounts of lint or cotton fibres across carpets, carpet remnants and off-cuts from newly fitted carpets, heavy brick dust or broken plaster following refurbishment works.

Stained

Generally, when referring to carpets, beds, mattresses and linen. Marked or discoloured in some way from its original appearance and it is clear it would be difficult to remove. If vacuuming or wiping with a damp cloth would not remove from a carpet, or a washing machine would not remove from fabrics.

Soiled

Generally, when referring to beds, mattresses, linen and curtains. Excessively stained and marked or discoloured to such an extent that it would be unreasonable to think a replacement item was not required immediately. Likely not-functional or fit-for-purpose, replacement requests from tenants would be warranted.

Clean

Generally, has the appearance of being clear of dust, litter, debris, lint, hairs, dust or cob webs. No action of any sort is required to rectify.

No additional comments/observations

This means there are no significant changes or issues to an entry, by comparison to the original Inventory & Building Condition Report.

As itemised under 'Detailed Comments'

This means that damages or issues are present to an entry and by comparison to the original Inventory & Building Condition; they are not deemed to be fair wear and tear and as such, issues are apportioned to the outgoing tenants.

Moving-out Checklist

This checklist should be actioned and completed before your End-of-Tenancy/Check-out Inspection. Cleaning, removal of furniture or redecoration cannot take place during the appointment.

Before you start

- Refer to any checklists provided to you by your Agent/Landlord. Follow them as instructed as they are designed to help you and reduce the chances of deductions being made from your deposit.
- Ensure all personal items, belongings and your own furniture are removed from each room before you begin this checklist.

All rooms in your property

- Restore all walls and ceilings to the condition recorded on the original Inventory & Condition Report. Remove all nails, hooks, decals, blue/white tack and adhesives, filling-in and making good any holes and surface damages created. Do not simply 'patch' holes, they should be invisible and blend with the rest of the surrounding surface.
- Dust everywhere, paying close attention to high-level shelves, dado and picture rails, extractor fans and all ceiling fixtures.
- Clean the windows and frames internally.
- Wash window sills, walls and skirting boards.
- Clean door handles, knobs, switches and sockets.
- Clean flooring, including removing any stains to carpets caused during your tenancy.
- Replace any light bulbs that are not working.

Bathrooms, WCs, Shower Rooms & Ensuites

- Wash wall and floor tiles.
- Scrub and bleach tile grouting to remove lime scale, mould and discolouration.
- Clean the toilet. Pay particular attention to beneath the waterline and around hinges/fixings. Replace damaged toilet seats/lids if necessary.

- Clean mirrors, cabinets, cupboards and drawers.
- Wipe-down and disinfect work surfaces and fixtures.
- Scrub and bleach mastic sealants to remove lime scale, mould and discolouration. Replace if necessary.
- Clean and disinfect shower heads, ensuring lime scale and mould are removed.

Kitchen

- Clean all appliances, inside and out. Remove drawers, racks and shelves to reach everywhere.
- Clean the cooker, oven and hob. Including shelves, burners and rings.
- Scrub and bleach tile grouting to remove lime scale, mould and discolouration.
- Scrub and bleach mastic sealants to remove lime scale, mould and discolouration. Replace if necessary.
- Clean and disinfect work surfaces.

Bedrooms/Living Room

- Dust everywhere, vacuum and mop floors thoroughly after all personal items have been removed. Remember to move all furniture.

Outside

- Sweep the garage, shed and any outbuilding floors after removing all belongings.
- Cut the grass and remove weeds if that is part of your tenancy agreement.
- Remove anything you stuck in the ground, attached to the outside of the property or to fencing/trees.

Finally

- Take final utility meter readings and notify your provider.
- Turn-off all lights before leaving the property for the final time.
- Make sure all external doors, garages/outbuildings and sheds are locked.
- Return all keys for the property to your Agents' office.

As your End-of-Tenancy/Check-out Inspection is carried-out by an independent third party, there is no virtue in being present for the appointment, being present will not affect the overall report. However, if you do attend the appointment you may be able to explain some minor points, e.g. where items appear to be missing. Furthermore, you might gain a greater understanding of the issues. It is your choice whether or not you want to be present.

Contrary to what some may think, we take no pleasure in recommending deductions from tenant deposits. We get paid the same amount for our End-of-Tenancy/Checkout Reports whether there are no deductions or whether the whole deposit is recommended for cleaning and/or damages. We hope the above information is helpful and we are confident if followed thoroughly, will help avoid any unnecessary deductions from your deposit.