



## Moving-Out Checklist

We hope you have enjoyed your stay but the time to move out is approaching fast, we would like to make your moving out as smooth as possible. In order to avoid any charges at the end of the tenancy we have put together a checklist detailing all the things you need to do before you move out. The key things to remember are:

- **Returning Keys:**

**DEADLINE:** All the keys (including front door key, room keys) must be returned to our office **NO LATER THAN 12:00 midday** on the last day of your tenancy. (As we have people moving in the next day, we will have to charge for having the locks changed if we don't receive the keys by 12 noon)

**LABELLING:** All Front door keys and room keys must be returned and labelled with the individual tenant's **FULL NAME** and room location **ONLY**. (I.e. First Floor front bedroom) (**PLEASE DO NOT PUT THE PROPERTY ADDRESS ON THE KEY LABEL**)

**IF OUT OF OFFICE HOURS:** You are welcome to return the keys to us earlier, if the office isn't open, please leave them in an **ENVELOPE** in the letterbox situated on the gate, marked with your **FULL NAME** and **ROOM ONLY**. (**PLEASE DO NOT PUT THE PROPERTY ADDRESS ON THE ENVELOPE**)

- **Rent**

Please make sure all the tenants in your household are up to date with their rent.

Rent arrears will result in further charges to your household on top of the outstanding rent such as: solicitor costs, or other legal fees.

- **Utilities**

To make sure the next tenants or the landlords aren't harassed by debt collectors, we ask that you make sure your bills are paid up to date and that you show us proof of this. The easiest way to do this is to ring your utility providers with your exit meter readings to get your final utility bills then send proof you have paid these to us in order to get your deposit returned promptly. The date you give the utility suppliers must be **the last day** of your tenancy and no sooner.

Please ensure any documents you send to us to prove that your utilities have been dealt with include the property address, date, and confirmation that there are no further funds to pay. **They should cover the whole period of your tenancy.**

[Who is my utility supplier?](#)

You may receive letters from utility suppliers when you move into your house, either address to you personally or to 'The Occupier'. If you open these letters it will be apparent who your current suppliers are.

**WATER:** In Birmingham your water supplier is Severn Trent ([www.stwater.co.uk](http://www.stwater.co.uk))

**ELECTRICITY:** Visit [www.westernpower.co.uk](http://www.westernpower.co.uk) and click the 'Who is my supplier' link on the bottom left hand side of the web page.

**GAS:** Either visit [www.findmysupplier.energy](http://www.findmysupplier.energy) or call 0870 6081 524 and answer the questions to find out who your supplier is.

- **Council Tax**

For the same reasons, we need to see a letter/bill of confirmation from your local council or a £0 bill for the dates of your tenancy to prove you have either applied your student exemption for zero council tax or that you have paid it in full.

Your council tax bill/exemption must cover the **whole period** of your tenancy.

If the council has rejected the exemption, or you are not exempt, you will still need to provide the documents.

For council tax exemption form, please [click here](#)

**Please note delay in submitting the correct proof of utility and council tax payment will result in delay in Deposit Return**

- **Cleaning**

Tenants are responsible for returning the property to a clean condition ready for the next tenants.

Make sure you follow the [Cleaning Checklist list](#) carefully! It is also available on the APP, in the “Moving Out” section

Or if you don't want the hassle of cleaning your house, let us know and we can book a cleaning company in to do it for you. You will need to pay for this service. You will also need to let us know at least 4 weeks before you move out. This service is payable by yourself.

**If the property is not left clean at end of tenancy, cleaning charges will be deducted from your Deposit.**

[Click here for a cleaning Price guide](#)

- **Maintenance & Others**

Whilst landlord is responsible for most of the maintenance issues, you are responsible for maintaining certain parts of your house,

The key things are:

<b>Light bulbs</b>	<b>Smoke alarm batteries</b>
<b>Rubbish</b>	<b>Gardening</b>
<b>Drains</b>	<b>Appliances</b>

[please click the link for more info](#)

It's important that you keep on top of these issues so that you won't end up with repair bills to pay at the end. **Please note if repair bills were occurred at end of your tenancy, it will be deducted from your Deposit.**

- **Moving Out Form (VERY IMPORTANT)**

**Each household needs to select one Deposit Beneficiary to complete the Moving Out Form on our APPs after you moved out.**

- **Advice**

We know moving out can be quite stressful especially if it is the first time, we are happy to provide **free** advice and FAQ section face to face, if you need to book such service, please make sure you email [homemover@masonknightproperties.com](mailto:homemover@masonknightproperties.com) no later than 1<sup>st</sup> June. The slots are limited so it will be a first come first serve.

- **Cancellation of your Standing Order**

If you haven't already put an end date on your standing order for rental payment, please remember to cancel your standing order after your last rental payment. Please note each overpayment due to failure of cancelling standing order will incur cost **£35.00 banking surcharge** for refund.

-  **Timescale of Deposit Return**

We know that you would like your deposit money back as soon as possible, and also we want to reward the ones who make effort to clean the property.

- If the property is left in **good condition** and moving out form filled in correctly, you will receive the Deposit return **within 7 days** after the moving out form has been submitted
- If the property is **not left in good condition** and the Moving Out form has not been filled in correctly, it will inevitably delay the deposit return procedure because there will a lot more work involved, including arranging for cleaning, repairs, ring utility suppliers etc. Under such circumstances, we aim to return the deposit **within 30 days** after the receipt of the Moving Out Form (on the proviso that it is filled in correctly).