



Moving-Out Checklist

We hope you and your family are keeping well during this difficult times, the time to move out of your rental property 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 your tenancy, we have put together a checklist detailing all the things you need to do before you move out.

In accordance with government's guidelines for social distancing, there will be some slight changes from previous years, the key things to remember are:

• Returning Keys:

- ❖ **DEADLINE:** All the keys (including front door keys, 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).
- ❖ **RETURNING KEYS TO OFFICE:** All the keys must be returned to our office **NO LATER THAN 12:00 midday** on the last day of your tenancy. **Please make sure all the keys are disinfected, and put in the sealed envelope, with YOUR FULL NAME ONLY on the envelope, and follow signs and post the keys through the letter box in our office door, but please Do Not Enter the office, in order to keep social distancing.**
- ❖ **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 sealed ENVELOPE in the letterbox situated on the gate, marked with your FULL NAME and Your Bedroom in the house ONLY. **(FOR SAFETY REASON ,PLEASE DO NOT PUT THE PROPERTY ADDRESS ON THE ENVELOPE)** . **Please make sure all the keys are disinfected, and put in the sealed envelope**
- ❖ **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) **(FOR SAFETY REASON, PLEASE DO NOT PUT THE PROPERTY ADDRESS ON THE KEY LABEL or on the Envelope)**
- ❖ **RETURNING BY POST:** If you are returning the keys by post, please make sure it arrives at our office **at least THREE working day** before end of your tenancy, because of the reduced service of Royal Mail, please make sure you leave yourself enough time, we recently had few cases where the first class post was 2-3 days late. **Please make sure all the keys are disinfected, and the envelope is property sealed.**

• 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 sent out, 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)

ELECTRICITY: Visit www.westernpower.co.uk and click the 'Who is my supplier' link on the bottom right hand side of the web page.

GAS: Either visit www.findmysupplier.energy or call 0870 6081 524 and answer the questions to find out who your supplier is.

• Council Tax

For the same reason, we need to see a letter/bill of confirmation from your local council or a £0.00 bill for the dates of your tenancy to prove that 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 these 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 a delay in Deposit Return

• Cleaning

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

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 2 weeks before you move out. This service is payable by yourself.

We understand that some of you have already returned home, if you and your housemates have not planned to come back and carry out cleaning etc, then please let us **know by 16th June the latest**, we can get the cleaning arranged at discounted price for you.

[We understand it is difficult times and it is ever changing situation, therefore, planning well ahead would be the key, from our past experience, if you leave everything to last day, it will be a mad rush and nothing will get done properly.](#)

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

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

• Maintenance & Others

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

The key things are:

Light bulbs

Smoke alarm batteries

Rubbish

Gardening

Drains

Appliances

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

[Damp Leaflet](#)

[Tenant Responsibility Tips](#)

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 are incurred at the end of your tenancy, this 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 [website](#) after you have moved out.

- **Advice**

We know moving out can be quite stressful, especially if it is your first time. We are happy to provide **free** advice and a FAQ section via phone call. If you wish to book this service, please make sure you email homemover@masonknightproperties.com no later than 10th June. These slots are limited, so it will be on a first come first serve basis.

- **Cancellation of your Standing Order**

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



- **Timescale of Deposit Return**

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

- If the property is left in a **good condition** and the moving out form is filled in correctly with all the information required, you will receive the Deposit Return **within 7 days** after the moving out form has been submitted
- If the property is **not left in a 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, contacting 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 provision that it is filled in correctly).

Finally, we would like to wish you all the best in the future and please keep safe and well

Regards

MasonKnight Team