

CLEANING STANDARDS WHEN RETURNING YOUR PROPERTY



In preparation for your departure from your property please be aware that the following items need to be addressed before deposits will be returned:

General Cleaning

- All non-inventory items and rubbish must be removed from the property
- Furniture items should be placed in the room they were detailed in on the inventory
- All light bulbs should be working
- All smoke detectors should have working batteries in them
- Please ensure that the property is free from all dirt, dust and cobwebs
- All skirting boards must be wiped down. Sockets and light switches should also be cleaned
- Windows must be cleaned inside and out
- The front door must be washed down
- Walls and doors should be washed where necessary, any nails removed and holes filled in and painted over with matching paint. Any large scuffs/scratches must also be made good
- Ceiling shades should be dusted and cleaned
- Limescale and/or watermarks present in the toilets, basins, taps, showers (including shower doors) needs to be removed
- Any mould present in window frames or tiling should be removed. Should the mould not come off, the area may need re-grouting/siliconing
- The washing machine powder tray must be cleaned out
- If the property has blinds, particularly Venetian, please ensure they are dusted
- Curtains may need dry cleaning if there is any staining or residual odour

Carpets

All carpets must be professionally cleaned if your tenancy has been for 12 months or more, **OR** if you have had pets in the property, regardless of your tenancy length. Otherwise, carpets/floors should be vacuumed or mopped. Any upholstery, including carpets and sofas, may need to be professionally cleaned to remove any staining or residual odours. A copy of the receipt for professional carpet cleaning organised by yourself is required for our files before we can release your security deposit.

Oven, Hob and Extractor Fan

The oven and hob must be left free from any grease, food and burnt-on debris. The extractor fan also needs to be thoroughly cleaned to remove grease and the filters should either be replaced with new, or washed, depending on type. Extractor fan and oven bulbs should be replaced if necessary.

Gardening

Lawns should be mown and any weeds coming through lawn or paving removed. Shrubs and borders need to be tidy.

Wheelie Bins

The wheelie bins should be left neatly within the property boundary or within designated bin stores. Should your bins be full please leave them out for collection to ensure they are emptied and clean for the next tenants. Please inform us of this so that we know to bring the bins back in after collection day.

Keys

All the keys for the property must be returned to us on your last tenancy day. Please be aware that if keys are not returned on the last tenancy day due to a delay in the organisation of cleaning or repair contractors, landlords can continue to charge rent on a daily basis until the work has been completed or the keys returned.

A FEW POINTS TO REMEMBER

We are here to help you when you are preparing your property to be handed back to us at the end of your tenancy. We will visit you a couple of weeks before your hand back day to have a look at things and offer tips and advice on any areas that need to be addressed to ensure a satisfactory return.

- We will visit you before you leave to provide advice and answer any queries you may have about your hand back.
- We can provide you with recommend suppliers for cleaning and specialist services if you need help carrying out any cleaning or repairs before you leave.
- At your request and your cost, we can arrange end of tenancy cleaning and repairs, wherever possible, please request this assistance prior to your departure so that we can programme things in.
- You are welcome (and encouraged to be present at our final inspection which will take place after the keys have been returned to us).
- Please remember to cancel any standing order instructions that have been set up with your bank as we are not able to do this on your behalf.
- Please organise a redirection for your post as we are unable to forward mail to you at your new address. Any mail received for you after your departure will be returned to sender.