



# Check-Out Checklist & Guide

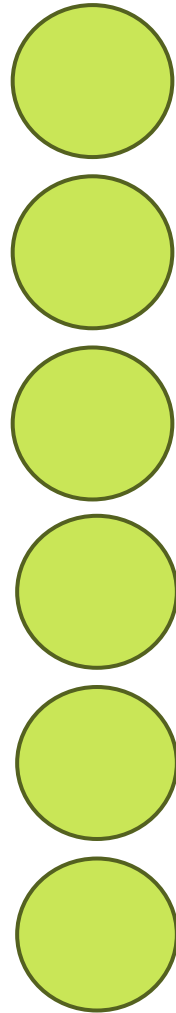
## What is this document for?

- ▶ Use this document at the end of the tenancy.
- ▶ Book the Check-Out with your tenant in advance, setting expectations.
- ▶ Go through this checklist with your tenant on the last day of their tenancy.
- ▶ If the tenant isn't present you should still use this checklist.
- ▶ The purpose of this document is to agree the amount of deposit to refund and plan in any necessary works.
- ▶ You will go through the Inventory and make a note of anything that has changed since the tenant moved in.
- ▶ You should then ascertain whether any changes to the property are a result of damage or wear and tear. See Ello's Wear & Tear Guide.
- ▶ Take photos of everything that might be contentious in the event any deposit deductions are disputed by the tenant.
- ▶ The Check-Out should take up to 1 hour to complete, depending on the size of the property.



# Your Check-Out Checklist

- ▶ Keys
- ▶ Meter Readings
- ▶ Inventory Check
- ▶ Check Out Form
- ▶ Deposit Return
- ▶ Post Check-Out



## Keys

- ▶ The first thing you do when conducting the check out is to politely ask the tenant for their keys.
- ▶ You should make sure these are the same keys that were given to the tenant at the start of the tenancy.
- ▶ Make a note on the Check-Out form if any keys are missing.

## Meter Readings

- ▶ Inform the tenant that you will take meter readings and inform the utility companies that the tenancy has ended. Ask the tenant to do the same thing.
- ▶ Ideally you will take meter readings in the presence of the tenant.
- ▶ Make a note of the meter readings on the Check-Out form.
- ▶ Take a photo of the meters and the readings.

# Inventory Check

- ▶ Walk around the property with a copy of the original Inventory document.
- ▶ You may wish to ask the tenant to wait whilst you do this, rather than them following you around the property.
- ▶ Methodically work through the Inventory and make a note of anything that has changed since the tenant originally moved in.
- ▶ You are looking for any necessary cleaning, damage and any changes to the property or furnishings.
- ▶ Look inside cupboards, drawers and appliances.
- ▶ Check under loose rugs for damage to the floor.
- ▶ Check all lightbulbs and smoke detectors are working.
- ▶ Check the garden and outbuildings.
- ▶ Are the bins empty? Do they need putting out?
- ▶ Think to yourself 'is the property ready for new tenants to move in?'

## Check-Out Form

- ▶ Summarise the Check-Out using Ello's Check-Out Form.
- ▶ Transfer findings/notes made on the Inventory to the Check-Out Form.
- ▶ Use Ello's Wear & Tear Guide to work out tenant contributions.
- ▶ Hopefully the tenant will agree with the proposed deductions. If not, they should still sign the Check-Out Form and be told that they can dispute any deductions via the relevant Deposit Scheme.
- ▶ Be sure to get the tenant's forwarding address and bank details.

## Deposit Return

- ▶ If there are no deductions to be made to the deposit amount, or if the tenant agrees to the deductions, you should refund it back to the tenant within 10 days of the end of the tenancy.
- ▶ If there are deductions that the tenant does not agree with or you are waiting for costs then you should refund the undisputed amount within 10 days of the end of the tenancy.
- ▶ Unpaid rent can be deducted from the deposit.
- ▶ Be prepared to negotiate with the tenant.
- ▶ It's better to agree and move on, than find yourself in a lengthy and stressful dispute.

## Post Check-Out

- ▶ Inform the utility companies that your tenant has moved out, provide them with meter readings and the forwarding address.
- ▶ Inform the Council that the tenant has moved out and that you are responsible for Council Tax until new tenants move in.
- ▶ Arrange contractors to attend the property to complete any maintenance and cleaning work.
- ▶ Prepare property for new tenants using Ello's Pre-Tenancy Guide.