



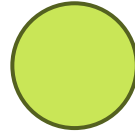
Pre-Tenancy Checklist & Guide

What is this document for?

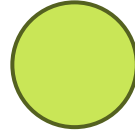
- ▶ To help you complete a pre-tenancy check on your rental property.
- ▶ We believe that starting a tenancy off on the right foot will greatly improve the chances of a smooth experience for all involved.
- ▶ Making sure your property is in the best possible condition before your tenants cross the threshold into their new home will ensure a positive first impression and set the tone moving forwards.
- ▶ This document provides an easy to follow step-by-step guide to getting your property ready.
- ▶ You should conduct your pre-tenancy a day or two before the tenancy starts.
- ▶ The pre-tenancy should take between 30 mins and 1 hour depending on the size of the property.

Your Pre-Tenancy Checklist

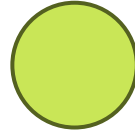
▶ Keys & Alarms



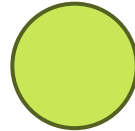
▶ Utilities & Meter Readings



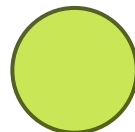
▶ Heating, Hot Water & Power



▶ Bins



▶ Cleaning



▶ Garden



▶ Inventory & Photos



▶ Post



▶ Appliance manuals



▶ Tenant guide



Keys & Alarms

▶ **Front door keys**

- You should provide 1 front door key per tenant.

▶ **Back door keys**

- You should provide 1 back door key per tenant.

▶ **Garage keys/remote**

- If the property has a lockable garage, you should provide 1 garage key per tenant.
- If the garage has an mechanical door, each tenant should be provided with a remote control.

▶ **Shed keys**

- If the property has a lockable shed, you should provide 1 shed key per household.
- It is not necessary for each individual occupant to have a shed key.
- The shed key should be left somewhere safe and accessible in the property and recorded on the inventory.

▶ **Key box**

- If the property has a key box each tenant should be provided with the access code.

▶ **Meter key**

- The tenants should be provided with access to all meters and therefore should be provided with meter keys.
- The meter key should be left somewhere safe and accessible in the property and recorded on the inventory.

▶ **Window keys**

- Window keys should be provided and left in the window locks or on the relevant window sills.

▶ **Alarm**

- If the property has an alarm each tenant should be provided with the code and/or a fob.

Utilities & Meter Readings

- ▶ The meters should be read a day or two before your new tenants move in.
- ▶ This includes Gas, Electric and Water meters, if applicable.
- ▶ If the property has an Oil tank, the level should be recorded.
- ▶ You should inform the utility companies that you will no longer be responsible for utilities from the 1st day of the tenancy and provide your new tenant's details.
- ▶ You should inform the Council that you will no longer be responsible for Council Tax from the 1st day of the tenancy and provide them your new tenant's details.
- ▶ The tenants will then receive bills at the property in their name.
- ▶ You will receive a final bill for any period of time the property has been unoccupied.

Heating, Hot Water & Power

- ▶ The heating, hot water and power should be switched on ready for when your tenants move in.
- ▶ All bulbs should be present and working.
- ▶ It's a good idea to bleed the radiators and if necessary pressurise the boiler to ensure the system is working efficiently. See Ello's Property Management Tips <https://elloproperty.co.uk/property-management-tips>
- ▶ The fridge/freezer should be switched on.

Bins

- ▶ All dustbins should be clean and empty.
- ▶ If the bin collection has not occurred since your last tenants moved out, the bin should be left at the front of the property ready for the next collection.

Cleaning

- ▶ The property should be cleaned to a professional standard prior to your new tenants moving in and before you complete your Pre-Tenancy check.
- ▶ Cleaning should include a full professional clean throughout to include following:
 - Appliances - Oven racks, trays and door, washing machine drawer and seal, dishwasher filter, tumble dryer filter, hob and extractor hood.
 - Carpets & floors.
 - All surfaces.
 - Windows.

Garden

- ▶ The condition of the garden will depend on the season.
- ▶ In the summer months, the lawn (if applicable) should be cut ready for your new tenants. Shrubs and bushes should be trimmed and beds should be weeded.
- ▶ In the winter months, the garden should be left as tidy as possible, with leaves swept.

Inventory & Photos

- ▶ See Ello's Inventory Template.
- ▶ Photos provide a vital record of the property's condition and cleanliness at the start of the tenancy.
- ▶ They should form part of the inventory which you will rely upon at the end of the tenancy when discussing the tenant's deposit refund.
- ▶ Recommended photos include:
 - All rooms from the doorway clearly showing the position of any furniture (if furnished).
 - Any stains on the carpets, significant scratches on or cracks in the floor.
 - Any marks on the walls.
 - Any other defects such as marks to kitchen worktop, minor chips in sinks or bath for example.
 - Photos inside the oven, showing the washing machine drawer, dishwasher filter, tumble dryer filter.
 - External photos of the front and the rear of the property.

Post

- ▶ Collect any post addressed to either yourself or the previous tenant.

Appliance Manuals

- ▶ Collate and provide all available appliance manuals.
- ▶ Best to keep them safe in a plastic wallet.
- ▶ Make copies for your own records and in the event they are lost or damaged.
- ▶ Leave them available for the tenant in a kitchen drawer.
- ▶ Remember to add them to the inventory.

Tenant Guide

- ▶ See Ello's Tenant Guide template
- ▶ This is a list of useful information for your tenant.
- ▶ It will include your contact details and basic household information such as when dustbin day is, plus any other relevant information.