

# A GUIDE TO MOVING OUT



## End of Tenancy Responsibilities

At the end of your tenancy you must ensure that the property is left in a clean and tidy condition. If you are living in shared accommodation, then you may wish to leave before your house mates. Where this occurs, you are still equally liable to ensure that the property is left in a clean and tidy condition even if this means returning to Leicester to check for yourself.

### Time to get cleaning!

Here's how to get your room ready for the end of tenancy inspection.

First things first: cleaning supplies.

Good products to use:

	<p><b>Viakal Limescale Remover</b></p> <p><i>Used for cleaning taps, shower heads, toilets and shower screens.</i></p>	<p><b>Can be purchased at:</b>  <i>Tesco  Asda  Sainsbury's  B&amp;M  Poundstretcher  Wilkinson's  Aldi have their own brand</i></p>
	<p><b>Flash Bathroom Cleaner</b></p> <p><i>Bleach spray used in the bathroom on showers, baths and toilets.</i></p>	<p><b>Can be purchased at:</b>  <i>Tesco  Asda  Sainsbury's  B&amp;M  Poundstretcher  Wilkinson's  Aldi have their own brand</i></p>
	<p><b>Mr Muscle Glass Cleaner</b></p> <p><i>A spray to clean the windows and mirrors.</i></p>	<p><b><u>Can be purchased at:</u></b>  <i>Tesco  Asda  Sainsbury's  B&amp;M  Poundstretcher  Wilkinson's  Aldi</i></p>
	<p><b>Astonish Anti-Bac Cleaner</b></p> <p><i>Used on all surfaces and can be used in fridges and freezers once emptied and defrosted.</i></p>	<p><b><u>Can be purchased at:</u></b>  <i>Tesco  Asda  Sainsbury's  B&amp;M  Poundstretcher  Wilkinson's  Aldi have their own brand</i></p>

	<p><b>Mop and bucket</b></p> <p><i>For cleaning the wooden / tiled or any hard floors</i></p>	<p><b>Can be purchased at:</b></p> <p><i>Tesco Asda Sainsbury's B&amp;M Poundstretcher Wilkinson's Aldi</i></p>
	<p><b>Dr. Beckman Carpet Cleaner</b></p> <p><i>This is used to get stains out of carpets and upholstery. Good on make-up and spillages.</i></p>	<p><b>Can be purchased at:</b></p> <p><i>Tesco Asda Sainsbury's B&amp;M Poundstretcher Wilkinson's Aldi (when on special buy)</i></p>
	<p><b>Oven Pride Deep Oven Cleaner</b></p> <p><i>Used for cleaning inside the oven along with the trays and the shelves. *be careful when using. Always follow instructions properly.</i></p>	<p><b>Can be purchased at:</b></p> <p><i>Tesco Asda Sainsbury's B&amp;M Poundstretcher Wilkinson's Aldi (when on special buy)</i></p>
	<p><b>Elbow Grease</b></p> <p><i>Perfect for kitchen surfaces, microwaves and anything that can get greasy.</i></p>	<p><b>Can be purchased at:</b></p> <p><i>Tesco Asda Sainsbury's B&amp;M Poundstretcher Wilkinson's Aldi have their own brand</i></p>
	<p><b>Shower Screen Squeegee</b></p> <p><i>Used on shower screens / doors to wipe away excess water marks. Used with the Viakal Spray, it will get rid of all limescale and marks.</i></p>	<p><b>Can be purchased at:</b></p> <p><i>Tesco Asda Sainsbury's B&amp;M Poundstretcher Wilkinson's</i></p>
	<p><b>Rubber Gloves and Microfibre Cloths</b></p> <p><i>Keep your hands protected from products whilst cleaning. Microfibre cloths are the best for wiping down surfaces as they catch all the debris.</i></p>	<p><b>Can be purchased at:</b></p> <p><i>Tesco Asda Sainsbury's B&amp;M Poundstretcher Wilkinson's Aldi</i></p>

**Spending a small amount on cleaning products could save you being charged for a professional clean at the end of your tenancy.**

Working from the top down is the quickest way to get it sorted - dust your shelves, the desk, wardrobe and bed frame. Hoovering the floor should be the last job so it stays clean. Open every cupboard and check everywhere for your things; don't leave the next fresher a present!

Kitchen. The Fridge and freezer both need to be turned off, fully emptied of food and wiped down with an anti-bacterial spray. Make sure you leave the doors open (this stops any unwanted smells in your flat!)

Lock everything, including the windows and make sure every appliance has been turned off.  
After you do this – you're done!

A cartoon illustration of a mop and a bucket. The mop has a long wooden handle and a white, frayed head. It is leaning against a grey bucket filled with blue water and white bubbles. More bubbles are rising from the bucket. A puddle of blue water is on the floor next to the bucket. In the bottom left corner, there is a copyright notice: © Pamela Berry, Scholastic Teaching Resources, 0645-243-2700-5645.

**Any additional cleaning/work required will be charged to you as the tenant(s) as per the invoice. Costs will vary depending on the company/contractor used and the property.**

**Cleaning examples – how NOT to leave your flat and what we expect.**



**Do not overload dustbins and make sure rubbish bags are in the correct bin.**



**Make sure that the limescale is removed from the shower head and any taps.**





The oven door and the inside of the oven needs to be clear of food debris and any grease needs to be cleaned.



The fridge and the freezer needs to be clear of all food and any debris. All spillages need to be cleaned and doors need to be left open.



**The toilet needs to be free from stains and limescale.**



**The shower screen/door needs to be free from limescale and water marks.**

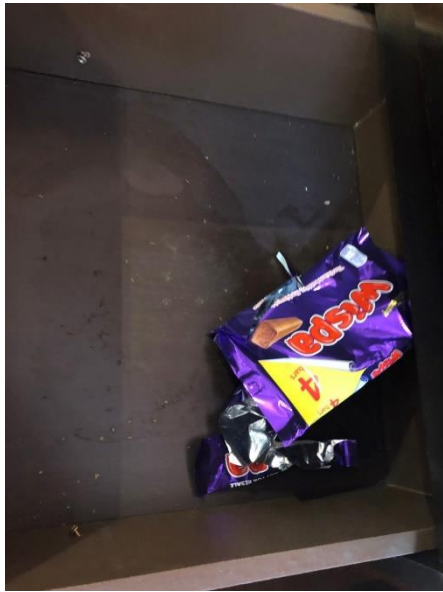


**The oven tray and shelves need to be free from grease and food debris**



**There should be no stains, marks, tears or burns on the mattress. For hygiene reasons we would need to replace this.**





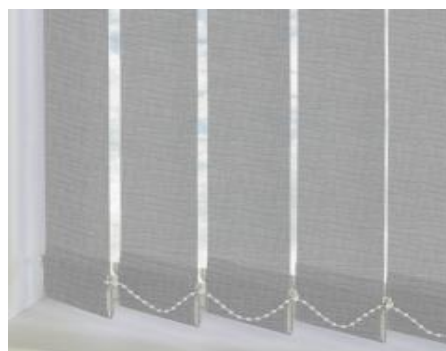
**The drawers need to be fully emptied and wiped down inside and outside**



**The microwave needs to be cleaned thoroughly inside and out. Removing any food debris and grease.**



**The washing machine drawer should be clean from washing powder/soap scum and the rubber part of the drum should not be mouldy or torn.**



**The blinds should not be left tangled, broken or with slats missing. You may be invoiced for the replacement of these if this damage is deemed to be caused by the tenant.**

## We have made a handy checklist for you to make sure you haven't forgotten anything!

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### REMOVE ALL RUBBISH

All rubbish, food items and debris (including debris and dust from all drawers, cupboards and behind and under furniture) is removed. This is applicable to ALL rooms within your property.

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### HOOVER/MOP ALL FLOORING

Carpeting is thoroughly vacuumed, including behind and under furniture. If you have a vacuum cleaner that is provided in your property and it is not working, it is your responsibility to inform us now so that we can get this fixed. Please try to remove any stains on the carpet as this could result in a carpet cleaning charge or even a new carpet being required. You can buy carpet cleaner from shops like Wilko or large supermarkets. All vinyl flooring areas must be thoroughly swept and mopped, including behind any freestanding units.

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### REMOVE BLU-TAC

As per your tenancy agreement, blu-tac should not have been used on any walls however if you have put photos, posters etc on the walls, please ensure that these are removed. Where any residue remains, you may be charged for re-decorating. Please also ensure that all marks are removed from walls, paintwork and doors. If you attempt to repaint any walls yourself, you may be charged if it is not done to a satisfactory standard or incorrect paint is used.

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### CLEAN AND WIPE ALL SURFACES

All kitchen units are cleaned inside and out and work surfaces are wiped thoroughly. Baths, showers, basins and toilets are cleaned and free from smears and limescale. Please pay particular attention to shower screens/shower cubical doors. If your shower screen has a removable rubber seal then this will also require cleaning.

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### CLEAN OVEN/HOB/MICROWAVE

The cooker is turned off and cleaned inside and out. The cleaning must include the removal of all grease and other stains from all racks, shelves, trays and the door. The hob part of the cooker will also require thorough cleaning.

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### TURN OFF FRIDGE/FREEZER AND DEFROST

The fridge freezer is cleaned and turned off with the door left open, if you close the door while the appliance is turned off this can cause a build of a mould which will then need to be cleaned and is therefore chargeable. When defrosting the freezer, we recommend that you place towels down to soak up any excess water. If you do not have access to your isolator switch or plug socket then you can switch off the fridge/freezer at your fuse box. Please contact Westmanor if you are unsure about this.

☐**WIPE AND CLEAN ALL FURNITURE**

All furniture and fittings are cleaned and returned to their original location. Any additional furniture that you have added (not stated on the inventory) must be removed. Any large items cannot be placed in the general waste bins provided and therefore you will need to arrange to have them collected. There are a few places that will collect furniture and other items such as Leicester City Council (Tel: 0116 454 1002) you can also book a collection on the Leicester City Council website - <http://www.leicester.gov.uk/your-environment/recycling-and-waste/bulky-item-collections/>

☐**REPLACE ANY LIGHTBULBS**

Any standard light bulbs that are not working are replaced (please contact the maintenance team if you need clarification as to which light bulbs are your responsibility to change).

☐**CLEAR ANY OUTSIDE AREAS**

All external areas to the property are free from rubbish and debris.

☐**SWITCH OFF ALL APPLIANCES**

All heaters and other electrics are switched off. It is best to do this at the fuse box, this is usually located in a cupboard, above your flat door or possibly in the hallway. To switch off all power in the flat, flip all switches to the down position. Please contact Westmanor if you have any issues with this.

*Please note: if any large appliances and/or lights are found to be on during our end of tenancy inspection then you may be charged a contribution towards energy costs.*

☐**RETURN ALL KEYS/FOBS**

Return all keys/fobs when you vacate the property. If you have a pre-pay electric or gas meter, the key or card will also need returning (with the last person to hand in keys if you are in a cluster flat).

*If the keys are not handed back on the date that your tenancy ends, you will be charged for a lock change and new set of keys.*

## **The return of your deposit**

Once you have moved out, at our earliest convenience we will conduct an inspection of the flat to check for cleanliness, any damages that may be present and genuine remedial works that may be required.

The finance team will then email you a deposit statement which will show if any deductions have been made to your deposit and how much you are due to receive back. This statement will be emailed to you using the address we have on our system. *Please note that if this is a university email address that may expire, then you will need to ensure that you give us an alternative email address to be sure that we can contact you.*

Along with your deposit statement, you will also receive a bank transfer form which you will need to complete. This will allow us to issue your refund via bank transfer. Both UK transfers and international transfers can be done so please do not worry if you are no longer in the UK.

PLEASE NOTE: We are not permitted to issue any refunds by cash.

IMPORTANT: Due to the high volume of tenants moving out at the same time, it can take up to 6 weeks to receive your deposit statement. We aim to process deposit refunds as quickly as possible to avoid any inconvenience. Thank you in advance for your understanding and co-operation.

**Thank you for choosing Westmanor Student Living,  
we hope that you have enjoyed your stay!**