



A Flat In Town

Tenant Move Out Pack

Please read through this pack thoroughly. It outlines the procedures you need to follow when vacating your property. If you have any questions, please do not hesitate to be in touch.

General Guidelines

Below is a checklist of things to do before the end of your lease:

- Return all furniture and inventory items to their original locations
- Replace or repair any items that have been damaged
- Repaint any damaged walls/ceilings (wear and tear aside)
- Check all light bulbs are functioning
- Check in, under, on top and behind furniture for personal items
- Remove all personal belongings. Please note any surplus items left behind will be removed at your cost
- Carry out all required cleaning in the property (see below)
- Carry out any cleaning of common parts of the stair if this is something you are responsible for contributing to
- Ensure any garden has been tended to and tidied
- Ensure all keys are gathered and returned
- Provide details of any relevant ongoing costs you cover (e.g., stair cleaning) on the attached form and make sure any outstanding bills are settled
- If you have any maintenance issues or suggestions for the next let, please let us know
- Arrange for redirection of your mail

As per the lease, any work organized on your behalf by A Flat In Town will incur an 18% (15% + VAT) commission on top of the invoice. We therefore encourage all tenants to carry out the work themselves before the end of the lease.

A move-out inspection will be conducted by A Flat In Town as soon as possible after the end of your tenancy. Post-tenancy re-entry to rectify problems is not allowed.

Cleaning

All cleaning must be carried out to a professional standard and should be completed by midday on the last day of your tenancy. Attached is a list of required cleaning tasks – it is important to note that this is a full deep clean, not a light dust down. It includes cleaning carpets, upholstery, ovens, and windows to a professional standard. This process typically requires at least a full day with all tenants participating. Ensure everything is shining and polished, including re-cleaning if necessary to remove water marks or streaks.

If you cannot complete the cleaning list, consider hiring professionals. If the flat is not immaculate on exit, professional cleaners will be asked to attend which can be costly. Also, as above, any work organized by us incurs an 18% (15% + VAT) commission.

Book cleaning services well in advance as they can need several weeks' notice at busy times of the year. Proof of professional cleaning is not a guarantee of thoroughness; please ensure cleaners follow the attached list and we would advise you to check the work after it has been carried out before you settle the invoice. Keep and forward us the itemized invoice as a record.

Companies we would recommend for specialist areas are:

Carpets and upholstery: Dirt Master (<http://www.dirtmaster.co.uk>)

Windows: Rise N Shine (info@risenshine.scot, <https://www.risenshine.scot/>)

Oven Cleaning: Good As Nu (goodasnuovencleaning@gmail.com, <https://www.goodasnuovencleaning.co.uk>)

Utilities

You are responsible for settling your bills. Take meter readings upon exit, inform the utility companies, and provide your new address. Settle phone, broadband, and council tax bills to avoid paying for the next tenants. Ensure the council and

broadband provider have your new address.

Please fill in the information on the enclosed form. We must confirm all bills are finalised before processing your deposit.

Keys and Parking Permits

Return all sets of keys to A Flat In Town by midday on the last day of your lease. Do not leave them in the flat. Label them clearly and ensure your own keys are not included. Lock up properly when you leave. Keys returned after midday on the last day of your tenancy may incur extra rent or lock change charges. Return any parking permits with your keys.

Rent

Cancel your standing order. If rent continues to be paid, an administration fee may be deducted from the returned sum for processing.

Deposit Procedure

Your deposit is held with Safe Deposit Scotland and for details on Safe Deposit Scotland's process, refer to their website: <https://www.safedepositsscotland.com/tenants/>

We aim to return full deposits to most tenants, but this requires a smooth end-of-tenancy procedure. Please follow all the steps outlined in this pack. To avoid delays, please contact us with any possible issues in advance. After the End of Lease Inspection, we will email you the inspection notes and inform you of any required work.

- **No deductions:** We will email you to confirm this and contact Safe Deposit Scotland with our deposit repayment proposal.
- **Deductions needed:** The process will take longer as work will need to be organized, carried out and invoices received before contacting Safe Deposits Scotland. We ask that any queries from yourself regarding the required work are made within 48 hours of receiving the end of lease inspection email. To highlight again, work organized on your behalf incurs an 18% commission on top of the invoice.

Please remember to complete all sections of the enclosed Move Out Form which is crucial to tying up your deposit return.

Finally, we hope you have enjoyed your stay in the property!

Best regards,

A Flat In Town

Cleaning List

General Cleaning:

Dust and wipe down all surfaces: Eg furniture, shelves, counters, window sills, woodwork, and other flat surfaces.

Vacuum and mop floors: Including all rooms, hallways, and stairs.

Shampoo all carpets/rugs

Soft furnishings: launder any removable covers and curtains and remove any stains and marks with method suitable for the fabric

Clean walls and ceilings: Remove any marks, smudges, or cobwebs. Remove any hooks and smooth over the holes.

Walls: Remove all self-adhesive hooks, tape, Blue tack and adhesive panels

Windows: Clean inside and out, including frames and sills

Light fixtures, switches and sockets: Dust and wipe clean

Radiators and heaters: Dust and wipe down, including behind and under

Doors and door frames: Wipe down and remove any marks

Skirting boards: Dust and wipe clean

Clean exterior of extractor fans and where there is a removable cover, clean interior.

Ensure that the vacuum cleaner is empty/has a clean bag and all filters are clean

Ensure lampshades are dust-free

Empty all bins and remove rubbish

Kitchen and Utility:

Thoroughly clean all cooking appliances (interior and exterior), including hood and extractor

Replace cooker hood filter

Defrost and clean fridge/freezer leaving it unplugged with the door open. Include cleaning the shelves and door seals

Clean detergent dispensers, filters and door seals in washing machine/dishwashers

Wash down tiled surfaces/worktops/cupboards/drawers (interior and exterior)

Clean and polish taps and sink

Clean all tableware and cooking implements (if applicable), even if unused during the tenancy

Remove all food items

Ensure that the top and underneath of wall units are cleaned

Clean kick plates

Bathrooms and Bedrooms:

Clean and polish bathroom and shower suite, not forgetting to clean behind and under where accessible

Clean shower screen/curtain/door panels.

Wash down tiled surfaces and grout, bleaching to get as clean as possible (if applicable)

Wash down vanity units and cabinets inside and out.

Vacuum/dust the interiors of drawers, wardrobes, bedframe, mattress and cupboards.

Polish mirrors and reflective surfaces such as taps

Other Areas:

Tidy any private garden/patio/window boxes. This should include sweeping and cleaning any floors and wiping down of any patio furniture

Note: All cleaning tasks should meet professional standards. Consider hiring professionals for tasks such as carpet cleaning, window cleaning, and oven cleaning if necessary. Keep and forward itemized invoices for any professional services used.

Move Out Tenant Information Sheet

To be returned with keys at the end of the let

Property address	
Tenant(s') Contact Details Name/Phone number/Email	
Gas Supplier/Account No	
Gas Meter Reading	
Average Monthly Gas Cost	
Electricity Supplier/Account No	
Electricity Meter Reading	
Average Monthly Electricity Cost	
Telephone supplier/Number	
Council Tax Customer Reference Number	
Forwarding address(es) for all tenants	
Any useful information for new tenants eg. any communal costs/stair cleaning charges etc? Any maintenance issues that need addressed?	