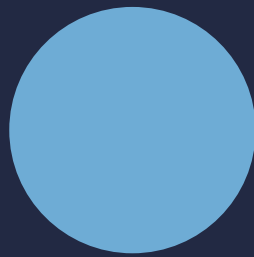


Ending your tenancy



**MY
FUTURE
LIVING**

Renting made easy



Ending your tenancy guide

Everything you need to know about ending your tenancy with My Future Living.



Renting made easy

If you wish to leave your home

We understand that circumstances change and you may decide to end your tenancy with us. To make things as straightforward as possible, we have prepared this guide to give you all the information you need about how to end your tenancy.

You must check your tenancy agreement as it will state how you can end your tenancy. Please make sure you read the clause in full and never assume it is just one month's notice – our agreements rarely have just one month's notice.

Whilst the tenancy agreement will detail the minimum amount of notice we require, if you are able to give us notice as soon as you know, even if you don't plan to move for some months it is

very helpful. This ensures all end of tenancy procedures are carried out promptly and your deposit is returned as soon as possible.

It's important to note that once your tenancy has ended you won't be able to return to the property so if there's anything you are unsure of before then, please speak to our tenancy by calling 01823 793420 or emailing tenancy@myfutureliving.co.uk

Please make sure you read through this guide and allow plenty of time for the necessary preparations.

**If you have any questions please contact us:
Call: 01823 793420
email: tenancy@myfutureliving.co.uk**



Moving out checklist



Rent

The rent must be paid up to the end of the tenancy. The Estate is responsible for ensuring these payments are made. If the tenant's bank accounts have been frozen, the Estate will need to make alternative arrangements to pay the rent on its due date. This can be done either by cheque (made payable to My Future Living), by phone using a debit or credit card (T: xxxxxx), or by bank transfer.



Direct debit

If the rent has been paid by Direct Debit we will ensure that this is stopped when the tenancy ends. If the final month's rent needs to be adjusted we will arrange this for you. Please do not cancel the Direct Debit yourself.



Standing order

If the rent is paid by standing order or a paying-in book, please make sure that the final month's rent is paid on the due date. You will be responsible for cancelling the standing order after the final rent payment has been made. We do not have the authority to cancel it.

Please note: The deposit cannot be used to cover the final rent payment.



Cleaning

At the end of the tenancy the flat should be left in a clean and tidy condition with any personal items removed. If the flat is not left in a clean and tidy condition then we will have to deduct the amount it costs us to have it professionally cleaned from your deposit. We've included a cleaning checklist in this guide for you to refer to.

Moving out checklist continued...



Moving out



Please remove all possessions from the flat by the last day of the tenancy.

- Do not leave any items or personal possessions in the flat that aren't included in the tenancy, even if you think they may be of benefit to the next occupier (e.g. cleaning products). If you do so, we may have to charge you to have the items removed.
- Please check the development policy on the use of the lift for removals.
- Do not use the development refuse area to dispose of large amounts of waste, you must take all refuse and unwanted items to the local recycling centre.
- Please be considerate of neighbours and the on-site manager by ensuring that removals/ cleaning are completed by a reasonable time.



Repairs

You will need to fix any damage to the property caused during your tenancy including fixing any holes in the walls or tiles from picture hooks and painting or patching walls where required. Any work that needs to be completed by us may be deducted from your deposit.

Moving out checklist continued...



Council tax

Contact the local Council Tax office to confirm the last date of occupancy. If this isn't done they may continue to charge the Estate.



Post

Please make arrangements to redirect any post.



Let us know a forwarding address

The Executor/Administrator's address must be provided to My Future Living before or at the end of the tenancy.



Moving out checklist continued...



Take final meter readings

Contact electricity, water and gas suppliers as appropriate with meter readings up to the last day of the tenancy and request that the final bill be sent to the Estate for payment. Please notify them that future bills are to be sent to My Future Living at our usual address.



Secure the property

Please ensure that all lights are turned off and all doors are closed and locked before you leave the property.



Keys

You will need to return any keys you were given when you moved in to the property. This includes any security key fobs, patio door or window keys and a key for the development entrance.

The keys must be handed to the on-site manager or to a My Future Living representative on or before the last day of the tenancy.

If there are any problems handing over the keys, please let us know in advance so we can make alternative arrangements.



Your deposit



Returning the deposit

The property will be visited by our representative as soon as is reasonably possible after the last day of the tenancy and the deposit returned shortly thereafter, subject to any deductions that may be necessary.

It's important to note that the deposit will be paid to the person who paid the deposit at the start of the tenancy, unless we are instructed otherwise.

When returning a deposit to an Estate we must ensure that it is paid to the person entitled to receive the money. If you are arranging the end of a tenancy for a tenant of ours, please contact our tenancy team so we can discuss the specific situation with you.

In order of preference:

- A copy of the Grant of Probate.
- The name and address of a firm of solicitors dealing with the Estate who we can pay the deposit money.
- A copy of the Will, naming the Executors of the Estate and their instructions on what to do with the money.
- A letter signed by a sibling (if there is one) confirming their agreement for us to pay the deposit to you.

Call: 01823 793420



Cleaning checklist

Before you leave the property you should check that it is left in good condition and is clean and tidy. If you use a professional cleaning company, please keep your receipts as we may require copies.

Here is a general guide of the types of things we look for as part of our final inspection.

General cleaning

Thoroughly clean the following:

- Internal windows and window frames.
- Coving, picture rail, cornice and curtain rails. Inside and outside of cupboards and built-in wardrobes.
- All woodwork including doors, door frames, door tops, skirting boards, stairway and banisters.
- Plug sockets, switches, lamp shades and light fittings.
- Fire surround.
- Vacuum and wash all vinyl floors.
- Remove cobwebs.
- Dispose of all rubbish.
- Vacuum all carpets (including inside storage cupboards and built-in wardrobes). If carpets have stains or ingrained dirt, we recommend you have them cleaned by a local professional carpet cleaning company.
- Dust and polish all surfaces.
- Spot clean walls and woodwork.
- Vacuum dust from storage heater vents and clean the outer casing thoroughly.



Cleaning checklist continued...

The kitchen

Thoroughly clean the following:

- All counter tops.
- Sink, draining board & taps.
- Inside and outside of all kitchen cupboards and drawers.
- Inside and outside of fridge.*
- Freezer internally and externally after being defrosted.*
- Clean and degrease inside of oven, then polish outside.*
- Clean and degrease hob and grill.*
- Clean, degrease and polish cooker hood and fit new extractor fan filter.*
- Remove any mould and grease from wall tiles, then clean and polish.
- Remove any mould and dirt from silicone sealant, particularly around the sink and work surfaces. Vacuum dust from extractor fan and clean outer casing.*

*if applicable



The bathroom

Thoroughly clean the following:

- Bath and taps.
- Inside and outside of toilet.
- Basin and taps.
- Shower enclosure/screen and shower head.
- Bathroom fixtures such as mirrors, towel rail, toilet roll holder, soap dish etc.
- Cupboards, shelving and surfaces.
- Remove any mould from silicone sealant.
- Vacuum dust from extractor fan and wipe clean.
- Wash down tiles and remove any mould then polish.



