

Moving out guide

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



What happens now?

If you wish to leave your home

We understand that circumstances change and you may decide to leave your home. 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 rental contract.

You must check your rental contract as it will state how you can end your rental term. 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 or occupation contract 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 processes and procedures are carried out promptly and your deposit is returned as soon as possible.

It's important to note that once your tenancy/contract 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 us.

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

Need to get in touch?



Call us on
01823 793420



Email us at
tenancy@myfutureliving.co.uk



Visit our website
myfutureliving.co.uk

Paying the Rent

Make sure your rent is paid up to the end of your rental term.

We will return any over paid rent but will also aim to recover any unpaid rent or outstanding debts.

Direct debit

If the rent is 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, 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 standing orders.

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



Preparing the property

Cleaning

The property and any contents belonging to the landlord should be left in a clean and tidy condition. This includes floor coverings such as vinyl or carpet.

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 the deposit. We've included a cleaning checklist on the back page for you to refer to.

Repairs

You will need to fix or make good any damage to the property caused during your time at the property, 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 the deposit.

Moving out

Ensure all emergency call cords are untied and left ready for use.

Remove all possessions from the property by the last day of the occupancy.

- Do not leave any items or personal possessions in the flat, even if you think they may be of benefit to the next occupier (e.g. cleaning products). We may have to charge 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, 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 at a reasonable hour.

Please note: You have no legal right to return to the property after the lawful end of the contract in order to put anything right including issues raised in the check out report or to finish cleaning.

Moving out checklist

Take final meter readings

Contact electricity, water and gas suppliers as appropriate with meter readings up to the last day of the occupancy and request that the final bill be sent to your forwarding address. Please notify them that future bills are to be sent to My Future Living, 2 Tangier Central, Taunton, TA1 4AS.

Secure the property

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

Post

Please make arrangements to redirect any post.

Let us know a forwarding address

A forwarding address must be provided to My Future Living before or at the end of the tenancy/contract. If we don't have your address we will not be able to process the return of your deposit.

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 you.

Keys

All keys including any security key fobs, patio door or window keys must be handed to the on-site manager or a My Future Living representative on or before the last day of the occupancy.

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



The 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.

If someone else paid the deposit at the start of the tenancy the money will be repaid to them, unless we have been instructed otherwise.

Please see the tenancy agreement for further information about deposits and how they are dealt with.

Deposit deductions

We always try to be as fair as possible when considering deposit deductions, however we have a responsibility to the landlord to ensure that they are fairly compensated for any breach of the tenancy agreement/rental contract.

The full cost of remedial work can be held from your deposit and if the costs exceed the deposit the landlord may require further payment.

People are often surprised at the costs that are charged at the end of a tenancy. We have therefore compiled the following information to help you understand these figures.

Example costs

These example costs are based on an average 1 bedroom retirement apartment and are subject to change depending on size, condition and location of the property.

Cleaning costs

Light cleaning	£125 - £190
Deep Clean	£175 - £300
Carpet cleaning	£80 - £100
Oven Cleaning	£60

Redecoration costs

Full redecoration from	£1200 - £1400
Part redecoration from	£500 - £700

Replacement Keys

Replacement lock & new keys approx.	£145
Additional keys	£20

Removal of Items

Small group of	£20-£50
Large bulky items	£100 - £350
Appliances	£75 - £100

Missing/ broken light bulbs - £5 per bulb

Occupiers are responsible for light bulbs

Flooring

Carpet new throughout from	£1000
Small stains or marks	£20- £50
Vinyl replacement for Kitchen or bathroom	£175 - £200

Smoking and nicotine staining

Damage caused by smoking in a property can be costly to rectify.

Stains - Walls and woodwork require sugar soap cleaning and stain blocking before repainting all walls, ceilings and woodwork.

Cleaning - Nicotine/tar staining must be removed from all surfaces, you may need to replace the tile grouting and any stained pull cords.

Smoke smell - Air the property well - particularly after cleaning the carpets, if the property is shut up the smell can become worse. You must ensure that there is no lingering smoke smell in the property. Sometimes carpets (and the underlay) may need replacing.

Nicotine damage is not always visible.



Professional contractor costs – why are they high?

If remedial work is required our Repairs and Maintenance team locate and instruct insured, approved contractors to visit and rectify any damage.

Contractors charges include insurance and travel costs as well as labour, materials and VAT. You may want to consider completing smaller jobs yourself to avoid these higher charges.

Betterment

We will always apply the industry standard calculation for depreciation of items to prevent betterment. This prevents the landlord from being able to replace new for old.

Cleaning checklist

You should ensure the property is left in good condition and is clean and tidy. We appreciate that for various reasons you may not be able to undertake the cleaning yourself and in these circumstances we suggest you employ the services of a local professional cleaning company.

Keep any receipts for cleaning services as we may require copies.

Please thoroughly clean the following:

General

- Internal windows and window frames.
- Dust and polish all surfaces.
- Spot clean walls.
- Untie emergency call pull cords
- Inside and outside of cupboards and built-in wardrobes.
- All woodwork including doors, door frames, door tops, skirting boards, picture rails, curtain poles, and banisters.
- Plug sockets, switches, lamp shades and light fittings.
- Vacuum and wash all vinyl floors.
- Vacuum all carpets (including inside 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.
- Remove cobwebs and vacuum dust from storage heater vents.
- Dispose of all rubbish.

The kitchen

- 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

- Bath, basin and taps.
- Inside and outside of toilet.
- 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.

