

WHBreading Tel 01795 531622

**Please call your property manager direct:**

**Sam: 01795 3 42 42 3**

Students: Viewings & Maintenance: info@whbstudentlets.co.uk

Main office / Accounts: lettings@whbreading.co.uk

66 Preston Street Faversham Kent ME13 8PG

*PLEASE CHECK YOUR TENANCY FOR YOUR EXACT END OF TENANCY DATE*

*May 2021*

**Before calling the office please read this document fully first!  
...and relay the information to parents or guarantors if applicable!**

**RE: Arrangements for end of tenancy**

Firstly, we hope that everyone has had a happy time at your property.

As the end of the tenancy approaches, we are writing regarding the arrangements for the end of your tenancy agreement.

It is important for the property to be vacated no later than 09.00 (9am) on the last day of the tenancy. It is important that the property is left in a clean and tidy condition, as you found it at the start of the tenancy, and empty of your possessions. Please refer to the original inventory if in doubt.

Regarding the cleaning of the property, please ensure that this is not simply a quick vacuuming of the carpets etc.

If people in your group are leaving on different dates, watch out for the people that leave early!

“I’ll do the kitchen and my room” just isn’t enough. If you are the last person to leave, you’ll be “finishing off” the kitchen, and the house, for days.

You will also need to organise purchasing of your cleaning materials as a group. I would recommend using good quality products, it will save you time and make the job easier. Always read the labels.

Here are a few reminders.

1. The property should be vacuumed thoroughly including areas such as the stairs, skirting boards, tops of doors, and under any furniture that may have been or be easily moved (i.e. beds).
2. All areas should be dusted thoroughly including window cills for example. Use a furniture polish style product.
3. Windows should be cleaned on the inside.
4. Furniture (including lampshades for example) should also be clean and free from dust.
5. Bathrooms shall need to be clean including any shower doors and trays, baths, sinks, mirrors, toilets and tiling etc. Carry out a big clean a couple of weeks before leaving. It makes it easier to finish the job when you leave. Shower heads will require de-scaling or replacing. Bleach and clean the toilet. Behind the toilet bowl, on the floor around the u bend, give a good clean – yes, that hair and fluff is yours, the next tenant won't want it!
6. The kitchen will need cleaning thoroughly including the floor, worktops, oven, oven and grill trays, oven hinges. Defrosting and cleaning of fridge and freezer including rubber seals (this will take at least a day remember, and these appliances should be unplugged and left with the doors open), microwave, and the inside *and* outside of cupboards including shelves. All cutlery and crockery should be left clean. The inside of the washing machine, the glass door, and soap drawer should be clean. Again, do the big clean early on, when you leave it'll be a lot easier!

*DO NOT try to speed up defrosting a freezer by poking at the ice, this will damage the interior components of the freezer and result in a replacement appliance being required. Allow at least 24 hours to defrost appliances, with it unplugged, with the doors open, and a tray and towel on the floor to catch the water as it melts.*
7. All waste outlets (bath, sink, shower, drains) should be free flowing and clean i.e. not blocked with hair (baths/ showers) or food such as rice (sinks).
8. Garden areas should be tidy and left free from rubbish. Please do not leave rubbish in the garden or borders, or rubbish bags, road signs, or other debris that has accumulated over the year(s).
9. The “wheelie” rubbish bins may be left full – as long as each bin contains only the items designated for that bin. See the attached recycling guide for details.

Any surplus bags etc. must be removed from the property. You may wish to take any surplus rubbish to the local tip located on Broad Oak Rd, or the council can arrange removal of surplus rubbish (Environment Dept. 01227 862 000) for the bin collection day before you leave via a special refuse collection which may incur a charge.

Any bin filled with incorrect items will be emptied into a skip (see below for skip costs).

- Please do not fill the recycling (blue) / paper (red) / or garden (green) bins with general waste – use the black bin or purple sacks ONLY.

Any black refuse bag left anywhere on the property, including the drive, will be emptied into a skip (see below for skip costs).

You may also purchase Council approved purple sacks from Serco (Serco, Wincheap industrial estate, Cotton Road, Wincheap, Canterbury, Kent, CT1 3RB) – ONLY purple sacks that have been purchased from Serco will be collected from the pavement next to the wheelie bin on a regular collection day.

## 10. Mattress Protectors

(a) Remember to place a **NEW**, and **QUILTED**, mattress protector, **in the packet**, on the end of each bed, like you found when you moved in. Please avoid the ‘asda smart price’ ones, wilko ones, and anything waterproof and / or plastic, and look for a similar product to the one you were provided with. Ideally, please source a like for like replacement.

Dunelm, Asda, and Argos all sell suitable (Quilted) products at competitive prices...but don't leave this to the last minute as everyone will be trying to buy one at the end of June! If a sub standard one is left (not a like for like for the one you were provided with – see inventory if in doubt), it shall be binned and a more suitable one sourced.

A suggestion, available to order online, for only £9 (on 12.5.2021) at Asda, would be:

<https://direct.asda.com/george/home/mattress-toppers-protectors/anti-allergy-mattress-protector/GEM416351,default,pd.html?cgid=D26M04G04C16>

or £12 (on 12.5.2021) at Argos would be:

<https://www.argos.co.uk/product/1275078?clickSR=slp:term:mattress%20protector:4:18:1>

(b) If you supplied your own curtains, and wish to remove them, please wash and re hang the original curtains.

Generally speaking, most people do a good job of cleaning at the end of the tenancy. If you use the list above as a check list and tick each item as the task is completed this may help organise the final cleaning.

It is important that every member of the group does their share – so plan ahead.

If we were asked what things get missed the most, the answer would be:

- a. Vacuuming not being thorough enough. Ask someone to help you move furniture – there are commonly socks and sweet wrappers under beds, even when they have supposedly been moved! “The vacuum is no good”, five minutes before moving out, is not a good excuse!...especially when it’s found blocked with a sock, the container is full, or the filters are clogged!

*Most houses if not all have a “Henry” or “Hetty” commercial quality vacuum cleaner. These vacuum cleaners do require bags, and clean filters. If you have not changed the bag, or replaced the filter, since you moved in, we would suggest ordering and fitting a fresh one ready for the big clean! These are all readily available at minimal cost online.*

e.g (correct at 12.5.2021)

Bags – <https://www.espares.co.uk/product/es1775770>

Filters - <https://www.espares.co.uk/product/es1562694>

- b. Take out the bottom drawers of each chest of drawers, and remove the files and things that have accumulated underneath over the year.
- c. Dusting of skirting boards, lamp shades, and all horizontal surfaces.
- d. Ovens and grills and grill trays! Plan ahead, this is not a five minute job.
- e. Lime scale and soap scum. Taps, Sinks, Shower trays. Grout in between tiles. Etc. Use a good cleaner.

To give you an idea of costs, factoring in the premium we usually have to pay most local contractors for a last minute booking and / or an overnight clean (which usually ends up having to be via the larger companies who can supply last minute staff at short notice) outside of regular weekday working hours on the last day of your tenancy;

- (a) Cleaning of a whole house costs around £300 (2-3 bed) - £500 (5 bed+).
- (b) Cleaning ovens around £60.
- (c) Cleaning carpets anywhere from £20 to £100 depending on size and damage.
- (d) Cleaning sofas around £25-50.
- (e) Rubbish removal around £300 per skip (one per address, regardless of amount of rubbish left).

If you wish to instruct a cleaning agency to do the hard work for you, there are plenty advertising, but all of the above costs should be avoidable (if you do, please keep receipts to show what you have had done).

With a bit of hard work, and some organisation, there is no reason why any property shouldn’t be ready on time.

Any cosmetic damages you have caused that you are aware of may be either rectified by yourselves to an acceptable standard in advance of the final inspection, or left for our attention with any charges incurred to be made against deposits.

If you are in any doubt regarding actual or possible damages that will require rectifying, please do consult us at any time.

We hope that you can appreciate that it is important to vacate the property at the time agreed leaving it in a clean and tidy condition, and we hope that the above reminders are helpful. Should you wish to discuss what is expected in more detail please do not hesitate to ask at any time.

We shall be happy to visit the property by arrangement at any time prior to your vacation to offer any guidance if you wish. In fact, we would strongly recommend one preliminary inspection per property to highlight any issues at least two to three weeks before the final inspection.

After the agreed final inspection time there will be **no** further opportunities to re-enter the property.

It is therefore important to get things done (i.e. cleaning) to an acceptable level on time (i.e. prior to the final inspection).

We are sure that we do not have to remind you that any matters still outstanding or unacceptable at the time of the final inspection will result in charges being incurred by yourselves, which shall be taken from the security deposit or claimed from tenants **or guarantors**.

All charges will be split equally among all tenants unless advised in writing by email to info@whbstudentlets.co.uk before the final inspection.

Please include your property address in the email subject title.

**Please contact the office BY EMAIL ONLY to arrange a convenient time for the final inspection, i.e. whenever the last person is going to be leaving the house. This can be any date / time by arrangement, the latest being 9am on the last day of the tenancy.**

Full sets of keys should be left inside the cutlery drawer in the kitchen. Should a full set of keys not be received, then you (as a group) will be responsible for locksmiths charges to change the locks for security reasons.

**If we are unable to make your requested appointment time, please lock the property securely and post one key through the letter box if necessary.**

***NOTE: PLEASE DO NOT RETURN KEYS TO THE OFFICE – THEY WILL NOT BE ACCEPTED (and any received through the letter box will be disposed of securely) – YOUR GROUP MUST ORGANISE ONE PERSON TO RETURN ALL KEYS, AT THE SAME TIME, AT THE FINAL INSPECTION – OR IF NOBODY IS ATTENDING THE FINAL***

***INSPECTION THEN PLEASE ENSURE ALL KEYS ARE IN THE CUTLERY DRAWER IN THE KITCHEN.***

**Deposits will be returned by DPS.  
Attached is a guide on how this process works.**

If we may be of any further assistance, or should you require any help or advice leading up to the expiration of the tenancy please do not hesitate to contact us at any time.

Finally, may we wish everyone a very enjoyable summer 2021.

**Best Wishes  
Sam and the team, WBH Student Lets**

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## **SUMMARY OF PROCEDURES - END OF TENANCY ARRANGEMENTS**

### Preliminary Preparations

- Organise purchasing cleaning products, make sure hoover is ready with clean filters and an empty container / new bag.
- Cleaning of house, especially kitchen and bathroom.
- Clean the oven, fridge / freezer including rubber seals, and washing machine including soap drawer
- Clean the bathroom, including all tiling and grout (in between the tiles)
- Tidying of garden and any rubbish in garden
- Arrange for rubbish to be disposed of to local tip
- Make sure each bin contains only the correct items for that bin
- Buy purple sacks from Serco or arrange an extra refuse collection if needed (chargeable)

### First Inspection

- Contact the office by email to arrange a first inspection if you wish, to highlight any areas that may require more attention

### Final Preparation

- Final cleaning of house
- Leave keys in cutlery drawer in kitchen.

### Final Inspection

- Contact the office by email to arrange the final inspection when the house is ready / when the last person will be leaving the property / latest is 9am on the last day of the tenancy

**It is NOT essential that tenants are present at the time of the final inspection, but you still need to let us know when the last person is leaving the house please**

You may also wish to set up a postal redirection at the post office. We cannot forward any mail, sorry.

Any queries?

...Please feel free to call Sam and the team at any time and we shall be happy to help – 01795 342423

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## **FAQ's!**

### ***I am moving out early, but my housemate is here another week, what do i do with my key?***

Leave with your housemate, we can only collect keys all together. It is simply not practical to receive thousands of individual (and often unlabelled keys) keys at the office.

### ***I am moving out early, but my housemate is here another week, and i'm worried they may damage something after i have left?***

I am sure everything will be fine, but if you are in doubt, take some photographs of your room, and the communal areas such as the lounge, hall / stairs / landing, kitchen, and bathroom to show that not only your room but ALL of the communal areas were clean and tidy when you left. This does not mean that you will be exempt from any communal charges, as your tenancy is a joint tenancy and you rented the house as a group, but may help you decide amongst your group who pays for what, if there are any charges of course. (Do not send us any photographs please, they are for your discussions as a group only)

### ***I'm moving out early, can i have the deposit back early?***

As the house is rented as a group joint tenancy, only when we are in receipt of FULL sets of keys and everyone has moved out can we return deposits – **of course if you ALL move out early you can ALL have the deposits back early!**

### ***We're all moving out early, does the final inspection have to be on the last day?***

No, the final inspection can be on any day. In fact, it may be a good idea not to leave everything to the last minute!

### ***How will you pay the deposit back?***

This will be handled by DPS, who hold your deposit. Please see the attached guide, and / or your tenancy agreement for details.

### ***Is there anything i can do to speed up getting my deposit back?***

Yes, there are a couple of easy things that you can do as a group that will help you all.

Make sure the guidelines above have been followed, and your house is clean and tidy!

If your group does an excellent cleaning job, and there are no deductions to debate, we will process refunds as quickly as possible.

If we need to arrange quotes, book contractors, and settle invoices on your behalf from deposits, for example for cleaning, this not only diverts our resources from processing refunds, but it means there will inevitably be delays while the quotes arrive and jobs are instructed and inspected.

### ***How do i dispose of surplus rubbish...the bin is full!***

You may take any rubbish to the tip on Broad Oak Road, this includes glass, landfill waste, and recycling.

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***You provided a new mattress cover when i moved in, what should i do with it?***

Please take this with you, and replace with one of a similar quality for the next tenant.

You may order these online for delivery direct to your house, maybe as a group – i would suggest doing this now in plenty of time! Any missing mattress covers are charged at £25 each, which includes the cost of time and petrol for our cleaners having to go and buy them for you and then take them to the property, this is not a five minute job!

***I do not want to take my mirror / bedside cupboard / iron & ironing board with me, what should i do with it?***

You may leave any **hard** furnishings ie mirrors, wooden cupboards, or kitchen utensils in good condition for the next tenants.

Please DO NOT leave any soft furnishings (cushions etc) OR electrical equipment.

Please DO NOT leave any chipped plates or rusty saucepans etc.

If in doubt, please do not leave anything extra behind!

***The hoover is broken, so i cannot clean my room / the house, what shall i do?***

Firstly, don't leave the cleaning to the last minute!

...and remember there is more to the cleaning than just hoovering!

We will replace or repair any hoovers within 48hrs, or you may be able to borrow a commercial Henry vacuum cleaner from the maintenance office in Canterbury by appointment while yours is fixed.

Telling us the hoover is broken at the final inspection, or ten minutes before, will not make a good excuse!

If in doubt, buy a new hoover for yourself for future use, or hire one...no excuses whatsoever shall be accepted for a lack of cleaning and / or hoovering!

***My guarantor / parents have some questions, can they contact you?***

Most of the questions that we are commonly asked are answered in these 9 pages, so please forward this email / letter to anyone interested so they know the procedures first.

Our phone lines are frequently blocked with repeat questions of the same nature – so please ensure EVERYONE who may be interested in the move out procedures has FULLY read this document first!

***Any further questions?***

Please **EMAIL** info@whbstudentlets.co.uk and “cc” your housemates – this way we all have an accurate record of what is asked, and what is agreed – it also saves us answering the same question to all members of the group separately!

**PLEASE INCLUDE THE PROPERTY ADDRESS IN THE SUBJECT TITLE.**

Once again, i do hope that everyone has had a happy time at your property, and on behalf of everyone at WHB Student Lets, I wish you all a very happy summer 2021.

Sam 01795 342423