

Checking-Out Guide

All the information you need for a
hassle free check-out experience!



www.lanesrentals.co.uk



DEPOSIT REFUND & CHECK-OUT INFORMATION

Dear Tenant

Thank you for renting through Lanes Rentals. As your tenancy draws to an end, I'd like to express our gratitude for using us.

To facilitate a quick and easy checkout, please look through this brochure where you'll find the information you need for a hassle-free check-out experience.

Included is:

- Some useful information about your deposit.
- A step-by-step guide of the checkout options available to you.
- *Fast track* check-out option.
- A guide to damages and cleaning charges.
- A cleaning checklist.

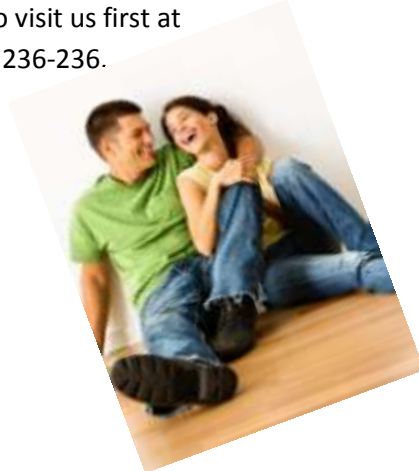
You'll be pleased to know that we endeavour to return any deposit due back to you within 14 days. To help this happen you'll need to book a check-out appointment. You can do this via email: checkout@lanesmk.co.uk or phone us on 01908 236-236.

I hope you've enjoyed the Lanes experience and if you ever require a rental property again within the MK area be sure to visit us first at www.lanesrentals.co.uk or call us on 01908 236-236.

Yours sincerely



Tim Mills F.N.A.E.A.
Managing Director



CHECKING-OUT

YOUR STEP BY STEP GUIDE

Detailed below is information on the options you have for making checking out of your property as straight forward as possible.

Option 1.

Book a check-out appointment

It's important to us that you receive your deposit back as soon as possible, so here's what you need to do:

- Decide on the date and time you wish to move out.
- Make a check-out appointment via email: checkout@lanesmk.co.uk or phone 01908 236-236.
- Appointments are limited and will be offered on a first come first served basis, so book as early as you can.

After your appointment is made, you'll need to:

- Make sure your property is in the best condition possible to ensure you get the maximum deposit returned.
- We've included a checklist and a list of damages and cleaning charges so you can see what we'll be looking for when we do our final inspection at your property.
- Use your inventory provided upon moving in, as a guide.

At the end of the inspection you'll be asked to hand over your keys and agree to any deductions we've made. We've also enclosed some information on this; please see "My deposit – what happens next?"

CHECKING-OUT

YOUR STEP BY STEP GUIDE (CONT.)

Option 2.

Fast Track check-out

If you're in a hurry to leave or will be leaving outside our office hours, you can follow our *Fast Track* option. We can provide you with a *Fast Track* envelope to help with this. If sent to you:

- Please complete the front of the envelope, it's really important that we know where to send the check-out information once you leave, so please make sure your address is clearly written.
- On the day you leave please place all your keys/fobs in the envelope and return it to our offices.

Please be aware that Lanes will still carry out an inspection after you have left and if the property doesn't meet the standards required, charges will be deducted from your deposit before being returned. To ensure you are able to receive the maximum deposit refund, follow these simple rules:

- Read the enclosed cleaning checklist, cleaning charges and damages document, this explains what we'll be looking for and if it's not right how much you'll be charged.
- Clean the property to these standards and clear up any issues over damages before you leave.
- Include all your keys in the envelope provided, you will be charged for keys that aren't returned.
- Make sure all your rubbish is removed from the building and placed in the appropriate location.
- Please supply information of who supplies Gas, Electric and Phone.
- Please arrange to have all your mail forward.

CHECKING-OUT - ADDITIONAL INFO.

Property keys/fobs

As explained previously, we need all your keys back when you leave. If these aren't returned to us there will be a minimum £20 replacement key charge per key/fob.

Overseas Customers

We're only able to send deposit cheques or do BACS transfers to the original deposit payer. We would recommend that deposit payers going overseas leave their UK bank accounts open until this has been returned.

Disputes

Please refer to the "Tenancy Deposit Scheme" leaflet provided upon your move in or visit www.thedisputeservice.co.uk which details how you can dispute any charges.

Leaving Early before the end of your tenancy

It should be pointed out that you will be liable for the property including rent, utility and council tax bills until the end of your tenancy, or the date that a new tenant enters into a new tenancy agreement, whichever is the sooner.

Landlord Inspections

Please be aware that on some properties nothing will be agreed regarding your deposit until a final inspection by the Landlord.

Pets

Please remember if you have had a cat or dog in the property the carpets must be professionally steam cleaned and flea treated and a receipt provided as proof.

Touching up paintwork

N.B. If your touch up of paintwork does not match, you will unfortunately be charged to re-paint the whole wall.

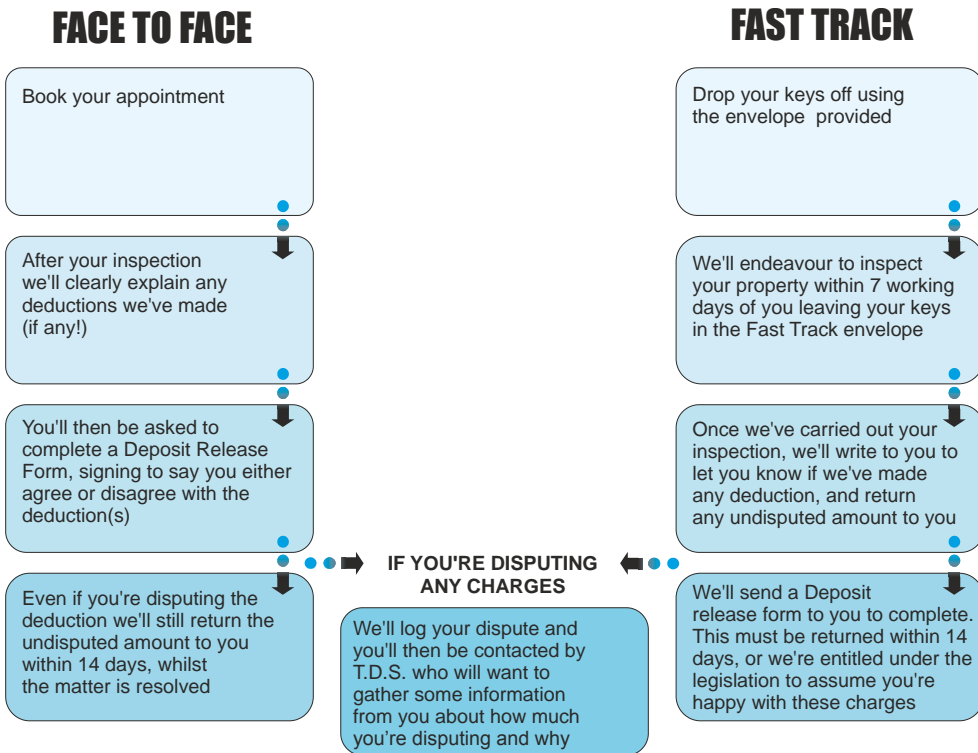
Picture Hooks and/or shelving

Please leave these up and do not try to make good

My Deposit – What Happens Next?

Letting with Lanes Rentals means you are already fully protected under the Tenancy Deposit Scheme (T.D.S.) and additionally, we want to make the process really clear for you. We've provided you with some information below to help you understand what happens when we return your deposit.

If we're happy that you've left your property in good condition, we'll be returning the whole deposit back to you*. If we do make any deductions, the information below explains what happens next. It's really important that Lanes return your cheque/deposit to the correct address/bank account and that we can contact you, please make sure you give us your forwarding address.



*Any arrears on your account will be deducted from your deposit

It's important to us that you can trust us, we'll help as much as we can in making this easy for you. Under the Tenancy Deposit Scheme our teams won't be able to manage the dispute for you so it's really important we settle matters by negotiation instead of T.D.S.

CLEANING CHECKLIST.

Use this checklist (where applicable) to ensure you do all you can to receive your full deposit back.

1. RECEPTION ROOMS (i.e. Living Room, Dining Room, Study, etc.)

- Remove all rubbish, empty bins and clean inside and out
- Ensure the floor is clean and carpet vacuumed
- Wipe down thoroughly all surfaces including windows, window sills, **skirting boards** and lampshades
- Wipe down all furniture with a clean damp cloth
- Wipe clean any mirrors and leave smudge free
- Remove all personal belongings and leave property clean and empty

2. BATHROOMS/CLOAKROOMS/EN-SUITES

- Remove all rubbish, empty bins and clean inside and out
- Clean washbasin (inside and out)
- Clean toilet (inside and out)
- Clean shower tray/bath
- Remove any lime scale with a lime scale cleaning agent
- Wipe down all tiled areas using a bathroom cleaner
- Wipe down all surfaces
- Mop floors
- Clean shower door/wash shower curtain(or replace if needed)/clean mirrors

3. KITCHEN

- Remove all rubbish, personal belongings, empty bin and clean
- Empty cupboards and thoroughly clean inside and out ensuring all grease marks are removed (especially the front of the doors)
- Wipe down thoroughly all surfaces including worktops, skirting boards, windowsills and lampshades

3. KITCHEN (cont.)

- Clean out microwave, inside and out
- Defrost the fridge and freezer and clean them inside and out and leave doors ajar

- Remove any grease and clean thoroughly the cooker/oven including the grill pan, oven shelves, oven door, hob and rings (please use a specialist oven cleaner or professional company if needed)
- Mop the floor

4. OUTSIDE

- Wipe down windows or use a window cleaner and keep receipt
- Remove any rubbish in gardens (including shed)
- Remove any rubbish in garage

RETURNING KEYS

All keys must be returned to Lanes by the end of your contract or you will be charged the cost of replacing the lock

Key replacement = £20

Fob/Security pass replacement = £50



CLEANING CHARGES

| STANDARD REQUIRED | CHARGE £ |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RECEPTION ROOMS (e.g. Lounge/Dining Room/Study) | |
| Floor – litter free & clean | Carpets clean £40 per room Low clean (skirting boards & window sills) £10 High clean (picture rails & coving) £15 Fireplaces £40 per fire |
| All rubbish removed | |
| All walls & surfaces wiped clean | |
| All skirting boards wiped clean | |
| KITCHEN/BREAKFAST ROOM | |
| Cupboards & drawers emptied & clean | Oven & Hob £75 Extractor (incl. filter) £30 Fridge £15 Freezer £15 Microwave £15 Full kitchen (excl. white goods) £50 Electrical appliances £10 per appliance |
| Rubbish removed & bin cleaned | |
| Floor – litter free & clean | |
| Fridge/Freezer defrosted, wiped clean – left open | |
| Cooker & hob to be cleaned inside & out | |
| All walls & surfaces wiped clean | |
| All skirting boards wiped clean | |
| Clean microwave – inside & out | |
| BEDROOMS | |
| Rubbish removed | |
| Vacuum all carpets | |
| Furniture empty & wiped clean | |
| All surfaces wiped clean | |
| BATHROOMS/EN-SUITE SHOWERS | |
| Bath, shower, WC & sink all wiped clean and de-scaled | Full bathroom £30 En suite shower room £30 |
| Floor – litter free & clean | |
| All rubbish removed | Garage sweep out £15 Windows inside & out £25 - £75 |
| Shower door/curtain – cleaned | |
| All surfaces wiped clean | |

N.B. Please note this is a non-exhaustive list of costs.

CHARGING LIST/STANDARD REPAIRS & REDECORATION

| Item | Repair (£) | Replace (£) |
|---------------------------|-------------------|-----------------------|
| Per door | 80 | 150 |
| Per wall (paint) | 65 | |
| Per ceiling (paint) | 65 | |
| Carpet – replace new | | 24 per sq metre |
| Vinyl – replace new | | 24 per sq metre |
| Skirting board | | 50 per 2 metre length |
| Lock | 50 + cost of lock | |
| Per blind | | 60 |
| Per curtain rail/track | | 60 |
| Per kitchen work surface | | 250 |
| Bulbs (standard) | | 30 (1 or more) |
| Bulbs (specialist) | | 25 each |
| Double mattress | | 200 |
| Single mattress | | 150 |
| Mattress protector | | 25 |
| Shower curtain | | 25 |
| Lawn cut | 50 | |
| Weed & clear up | 100 | |
| Per window sill (marked) | 50 | |
| Bath re- sealing (mouldy) | 30 | |
| Per wall re-grouting | 50 | |

N.B. THESE CHARGES EXCLUDE VAT AND ARE A GUIDELINE ONLY - FOR “STANDARD” WORKS