

# Ready to Rent: Moving Out



## Moving Out

Moving out of a property can be a stressful time, especially if you're already thinking about the next place you're going to be moving to. In this resource, we have set out some simple steps you can take to make this process as straightforward as possible

### One month before:

- Check your tenancy agreement for moving out and deposit return arrangements.
- Failing to do what the agreement says can result in delays getting your deposit back, or deductions.
- Make sure you know which deposit scheme is holding your money.
- Start thinking about recycling or donating usable items you don't need. Your students' union/ association or your local authority may have info about local recycling schemes or projects.

### Two weeks before:

- Start planning a cleaning schedule with your housemates. Remember the kitchen and bathroom will take the most time! Check for more detailed requirements in your tenancy agreement, for example whether you will need to defrost the fridge or freezer, replace lightbulbs, or tidy up the outside space and garden (if you have one).
- Let all of the relevant organisations know you are moving house, this might include your bank, your phone company, the institution where you study, the local authority, any groups, clubs or societies you are a member of, your GP surgery and dentist.

### One week before:

- Re-check your inventory and arrange a check out inspection with your landlord/agent.
- Clean the property thoroughly.
- Contact your water, gas and electricity suppliers and let them know what day you are moving out



## Move out day:

- Remove all personal belongings from the property, and all of the remaining rubbish.
- Take photos of the condition of the property.
- Take meter readings and ask your utility companies for a final bill. You may need to send proof of payment to your landlord.
- Make sure you have copies of all useful documents (emails, photos, tenancy agreement).
- Lock up and return all of the keys.

## Two to four weeks after the end of the tenancy:

- Have you heard from your landlord about your deposit? Write to them to request info if not.
- If your landlord suggests deductions that you don't agree with, try to negotiate with them in writing, and supply evidence to support your argument including your tenancy agreement, the inventory, and your photos of the property at the beginning and end of the tenancy.
- Speak to your SU or local advice service if you need help with the process.
- If you discover that your deposit is not protected, seek advice on what to do from your SU, Shelter or your local authority. You may be entitled to compensation if your landlord failed to protect your deposit.

### What to do if you have a deposit dispute

- Write to your landlord if you don't get your deposit back within 2-4 weeks.
- Check your tenancy agreement to see what your landlord can deduct money for.
- This might include:
  - Unpaid rent (including arrears owed by other joint tenants)
  - Damage to the property (but not if this was caused by normal usage / fair wear and tear).
  - Replacement of missing items
  - Cleaning
- If you don't agree with some or all of the deductions, write and say why. Refer to your tenancy agreement and any photos, emails or other documents you have.
- If you can't resolve the dispute with your landlord, notify the deposit scheme and follow their instructions for raising a dispute.
- Read the scheme's online guide to disputes for info about what evidence to provide.
- Remember you have to raise a dispute within three months of the end of the tenancy.

