



Check Out Guidelines

To maximise the chance of you getting your full deposit back we have prepared these guidelines for you so that you're aware of how to leave the property prior to you handing your keys back into us at our office. If after reading this information you need further clarification on any of the points contained in these guidelines then please contact us via email at ask@baskeys.co.uk

Cleaning

After we receive all keys issued back at the end of your tenancy we conduct an inspection of the property to check the cleanliness and to note any damage which determines the amount of your deposit that is returned to you. The most common charges are cleaning charges.

You need to ensure that your property is thoroughly cleaned before you return your keys at the end of the tenancy, if we have to organise cleaners to attend after you've handed keys back to us the charge for that will be deducted from your deposits.

The company we use for cleaning is called JGH Cleaning, you can opt to use their services directly should you wish. If you use this company to clean your property **before your tenancy ends but after you've vacated the property** we would be happy to guarantee that no cleaning charges will be deducted from your deposit. Please be aware that we cannot be held responsible for the availability (or lack of) of JGH's services. You can contact them directly using the following details:

07725641101 or via email at info@jghcleaning.co.uk

Please ensure to make reference that you are living in a baskeys property. If you arrange cleaning with JGH please let us know so that we can check with JGH and note that no cleaning charges will be applied when we check your property at the post-tenancy inspection.

If you choose to clean the property yourself then please ensure that the following is taken care of:

Bedrooms

- Vacuum the floor thoroughly, moving all furniture to vacuum beneath and behind it. Please make sure that bed bases have been lifted and vacuumed under too.
- Please ensure that window sills and skirting boards are clean.
- Ensure blinds are dusted and wiped clean and that the tops of furniture including wardrobes are dusted.
- Check that the light fittings and shades are dusted and that no cobwebs are left in the corners of the room where the walls and ceiling meet.
- It's important that all of your belongings are removed from the room and disposed of properly; this includes coat hangers, bedding and rubbish. You can keep your mattress protector should you wish to do so as new protectors are fitted for each tenancy.
- Please remove all of the drawers from your furniture so that you can make sure that no rubbish, paperwork or clothing has fallen underneath them (this is very common) before wiping the insides clean and replacing them in their proper place.

Kitchen

- Please ensure the floor is cleaned using appropriate products depending on what type of flooring you have.
- The top of fridges, cupboards and appliances should be wiped clean.
- Ovens usually require lots of cleaning, there should be no grease marks left on the oven door inside or out, the inside of the oven should have no food debris or burnt food scraps left inside and oven cleaner should be used, the shelving and grill pan sections of your oven should be left free from any grease or burn marks after you've cleaned it. Hobs should be cleaned and polished thoroughly so that no food or grease marks remain.
- Please clean inside of your microwaves and remove all splatter marks inside of it, paying particular attention to the ceiling on the inside as this is often missed.
- Extractor units should also be free from grease and splatter marks after they have been cleaned.
- All kitchen worktops should be cleaned thoroughly, and care should be taken to lift up microwaves to make sure that no areas are missed.
- All food should be removed from cupboards and drawers, each cupboard or drawer should be wiped clean so that no crumbs, stains or food debris remain inside.
- Fridges and freezers should be defrosted (turning them off at the mains) and you should leave the doors open to avoid a smell of stale air appearing, please place a towel down to catch any liquid that results from melting ice and make sure to remove it once the process has been completed prior to vacating. The shelves, drawers and door storage shelves should be cleaned, and care should be taken to make sure that no food or drink is left in either the fridge or freezer.
- Appliances such as washers and dryers should have their filters cleaned, the seals around their door cleaned and any detergent drawers washed out so they are free from build-up. Many properties incur charges by leaving lint or powder residue in or around these appliances.
- Dishwashers should be cleaned on the inside and the outside and be free from powder or food debris.
- Please check to make sure that all utensils, food, and tenant-bought appliances are removed from the property before you move out. Many people leave unwanted toasters, kettles and cups/glasses in their property – please don't make this mistake as you may be charged for their removal and disposal.
- Sinks, taps, windowsills, skirting boards and light fittings should also be cleaned as should any blinds.
- Any bin provided by us should be emptied and cleaned both inside and out.

Lounge

- The flooring should be vacuumed and/or cleaned; furniture will need to be moved so that all areas of the floor are left clean.
- Please double check under sofas and under the seat cushions to make sure that no food debris, money, rubbish or anything else is left under them.
- Dining chairs and tables should be wiped down and polished along with coffee tables if one has been provided to you.
- Skirting boards, windowsills and blinds should all be dusted and wiped so that they're clean.
- Any cupboards or drawers should be emptied and cleaned appropriately along with any light fittings. The room should also be dusted throughout.



- If you have a TV that you no longer require at the end of your tenancy, please make sure that it is removed from the property and disposed of properly.

Bathrooms, shower rooms and toilets

- Toilets should be free of lime scale, stains and dust. Please make sure that the inside and outside of the bowls are clean, flush handles are clean and surfaces are wiped down and sprayed with appropriate cleaners.
- Shower screens should be polished, cleaned and free of water/soap marks. All taps, showers and shower hoses should be cleaned. If you have a shower curtain in your property then please wash them (they are usually machine washable and have a tag with instructions on), baths and shower trays should be cleaned thoroughly.
- Sinks should also be cleaned on the inside and outside. We ask that plugs are left near the taps and not thrown out.
- Bathroom cabinets should be emptied of everything and the shelves cleaned. All surfaces should be wiped down and cleaned too.
- Flooring should be cleaned using the appropriate products including the area behind the toilet and sink. There should be no debris in or around the plug holes and no rubbish should be left in the room.
- Skirting boards, light fittings and windowsills should also be cleaned along with any blinds that you may have.
- Please ensure that extractor fans are free from dust and dirt, towel rails and toilet holders also need cleaning.
- It's important to throw out any towels, products or toilet brushes that you have bought throughout your tenancy.

Communal hallway

- Please vacuum and clean with the necessary products depending on what type of flooring your property has.
- Dust the area thoroughly, clean the skirting boards and light fittings, if you have any storage cupboards in your communal areas then please make sure that they're adequately cleaned and cleared of all of your belongings.
- Stairs should be free from any hair, dust or dirt and vacuumed accordingly.
- The entrance hallway should be cleaned, and any doors need to be dusted and cleaned.

Back Gardens and back yards

- Please make sure that you don't leave rubbish bags or unwanted items in the yard/garden, all rubbish should be properly disposed of in a bin provided by the council or at a local waste and recycling centre.

Additional cleaning

- Please clean all light switches and mirrors (provided by us) in your property.
- Vacuum cleaners should also be emptied and cleaned before you leave the property.

- If you have mould in any of the rooms caused by condensation, it is important that you clean it off from any furniture or walls that it has appeared on – mould sprays are widely available from hardware stores and supermarkets (please check the individual product to ascertain that it's suitable for you).

Damages

If throughout the course of your tenancy you or your flatmates have broken or damaged any of the appliances, furniture, fixtures or fittings, we will deduct the cost of replacing or repairing the item(s) from your damage deposits. The majority of the charges that we deduct are outlined in the charge list made available to you when you let the property and are also contained in the welcome booklet that was given to you at the start of your tenancy, these charges account for labour and delivery as well as the replacement item.

We would strongly recommend that you replace the item or have the damage repaired yourselves as the cost of doing so would likely be cheaper than what we would charge. **If you know you need to replace something but aren't sure on what to buy to replace it then please contact us so that we can direct you to the relevant product that is acceptable as a replacement.**

We have prepared a list of the most common items that people neglect to replace or act upon before the end of the tenancy but please keep in mind that this list is by no means exhaustive:

Paintwork - Unfortunately every year there are properties where the tenants have used "blu tac", "white tac" or adhesive tape to hang things on their walls as opposed to pins which we allow. Walls that have "tac" marks will need to be treated with stain blocker and the **whole wall** will need repainting (touching up with new paint on older paint will result in a slight colour mismatch) or you will incur a charge. We do allow for reasonable wear and tear but use of prohibited adhesives, excessive wall marks or holes in the walls will incur a charge. **If you aren't sure which colour paint to buy, then please contact us to ask.** If any painting is done to a poor standard then charges will still apply.

Fridge or freezer drawers/shelves - If you've broken one of these then you can order replacements online using the make and the model number of the appliance, please contact us if you aren't sure where to source a replacement from.

Bulbs - Prior to moving out, all bulbs that are not working will need replacing. If you aren't sure which bulb to buy then we would suggest that you take the expired bulb to a hardware store and ask for a replacement.

Smoke alarm batteries - If any of your smoke alarms are making an intermittent beeping sound they require a new battery which needs to be replaced before you move out.

Beds - Stained mattresses, collapsed divan bases and broken bed slats are all commonly left damaged; we will happily put you in touch with the bed company that we use so that you can replace parts or the entire bed if necessary.

Sofas - Collapsed sofas, unwashed sofa covers (depending on the sofa in your property) and broken sofa arms are all common issues that we face at the end of the tenancy, please ensure that



necessary replacements are sourced well before you are due to move out. We are happy to provide the details of the furniture company we use so that you can arrange an appropriate replacement.

Chairs - Desk chairs and dining chairs are often broken or ruined from improper use usually from leaving them in the garden or swinging on them.

Blinds - Broken slats or strings often require repair or replacement.

Carpets - If you've burned your carpet with straighteners or an iron or have stained it in some other way, the entire carpet in that room will need to be replaced. Please check which carpet we want you to replace it with and we will put you in touch with the carpet company we use.

If you are aware of any damage or breakages that you intend to replace or rectify yourselves, please contact us so that we can direct you to where you can purchase an acceptable replacement.

Other Information

At the latest, your keys will need to be handed in by 12pm in the afternoon on the date that your tenancy ends, if all keys are handed in early you will still remain liable for the property until the end of your tenancy but you cannot sign your keys back out. Please ensure that you have vacated by 12pm of the date your tenancy ends to ensure that you and your housemates do not incur a charge for failing to vacate on time.

Please keep in mind that **the majority of our tenancies are joint tenancies, if one of your housemates has caused damage in their room or not cleaned it the whole group will still be charged equally from their deposit** if it hasn't been fixed prior to the check-out date.

You need to remove all of your possessions from the property prior to the end of your tenancy. If you are not all inclusive, please ensure your Wi-Fi router has been returned to your provider as per their instructions, most providers now apply charges in the event that this is not returned to them.

If there is only one set of back door keys in the property, please leave them in the back-door lock for the new tenants. All room keys and front door keys need to be handed into our office on Osborne Road so that you can sign them back in.

We have provided you with this information so that you can maximise the amount of your returned deposit, if you have any questions or queries then please contact us via email or phone so that we can help you. For those of you that are graduating this year or leaving our accommodation permanently, we wish you the best of luck for your future and hope that you have enjoyed your tenancy!

Kind Regards,

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