

THISTLE PROPERTY LETTING

FINAL INSPECTION & END OF TENANCY INFORMATION

PLEASE TAKE A FEW MINUTES TO READ THIS AND THEN KEEP IT IN A SAFE PLACE FOR REFERENCE LATER.

You will need to organise your final inspection with me. This should be the day the last tenant leaves and will take about an hour to complete. Please contact me as soon as you can to organise this. If you allow an hour or so for your departure after the final inspection this also gives you time to carry out any small cleaning tasks that may be highlighted on the inspection. Wherever possible please try and ensure that at least one of you attends the final inspection this allows us all to cover any problem areas or small areas of cleaning which can be dealt with by you on the spot.

These notes are intended to give you a guide to leaving the property in a good condition. Used in conjunction with feedback given from our monthly inspections they should give you plenty of time to complete checks and rectify any issues that might arise. I can also offer a pre final inspection a few days before you leave to cover any last-minute issues. If these guides are followed properly, it should ensure that you should have no problems with the refunding of your deposit.

Areas, which student tenants with the pressure of final exams often forget or ignore:

Cleaning

The final cleaning must include all woodwork, skirting and especially behind and under the bed and other movable furniture, above door frames/skirting boards, windowsills and frames/skirting boards. There is a property cleaning check list at the end of this guide for you to use.

Hoover

Ensure that the Hoover is working, if not have it checked a faulty hoover will not be accepted as the reason for carpets not being cleaned.

Kitchens

Are often only partly cleaned. These areas are those in which you should spend the most time. Cupboards should be wiped inside and out, as should work surfaces and ensure that all foodstuffs (even cans and spices) are removed.

Cookers should be cleaned inside and out, and the hobs cleared of fat and burnt remains (this may take a few hours of soaking with a cleaning agent).

Fridges and freezers must be empty and defrosted (please carry out the de frosting **48 HOURS** prior to the final inspection). Make sure both freezer and fridge doors are wedged open when power is turned off.

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Walls

As per the lease (17) referring to the exterior or interior of the property no blue or white tac should have been used but in the event of damage to the walls - if the property has magnolia walls for example- we are happy for you to repair the whole wall to remove the marks. Where the walls are not magnolia or wallpaper has been used please e-mail us as soon as possible or discuss the matter at the final monthly inspection.

Bulbs

All lamps and lights should be left with a working bulb of the **CORRECT wattage - INCORRECT WATTAGE CAN CAUSE FIRE** you should also ensure that the light shades are dusted, as this is often an area, which is ignored.

Keys

One set of keys per person named on the lease will be issued.

Please note it is our policy now to reserve the right to replace locks on any property that doesn't have the full set of keys returned at the end of the tenancy. This may involve a new barrel mortise lock or both together with keys for the new tenants, owner and us, the cost being carried by you.

Inventory

You should **now** begin to check your inventory. You should replace any items missing **PRIOR** to the final inspection, but please contact us first to ensure if you replacement it is acceptable for the landlords.

At the same time, you should ensure that all furniture and other items are returned to the location shown on the inventory.

Windows

You are responsible for arranging the cleaning of windows as per section 17 of lease referring to a quarterly **clean inside and out. Please ensure the front door is also cleaned.**

For properties above ground level, you should ensure that you engage the services of a professional firm and **under no circumstances are to clean them yourselves** unless they have the correct frames/skirting boards, which allow the window to swing inwards. Please advise us if you wish a window cleaner recommended. If you have had them professionally cleaned, please leave paid bill in property for final inspection.

Refuse collection

Wheelie bins are to be left out on the day that the standard collection is made. Fife Council usually make specially delivery arrangements for the student final week and these can be obtained from the local council office or website www.fifedirect.org.uk/wasteaware . Please note that any rubbish left out and not collected will be uplifted by our contractors and charged to your deposit as per the lease.

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Gas and electric accounts

When the last tenant leaves the property, they should take a final reading of the electric and gas meter. Then contact their utility supplier to cancel their account, submitting these readings. They should arrange the final bill to be sent to them for payment. Please ensure the account is then set up in our name and address – Thistle Property & Letting Limited, 9 Aikman Place St Andrews, KY16 8XS

(In the event of the utility bill remaining unpaid in line with the terms of the lease your home address will be supplied to the company for debt collecting processing.)

Telephone/ Broadband accounts

Telephone/ broadband accounts should also be cancelled at the end of the tenancy and the final bill settled. Unless you have made arrangements with incoming tenants.

Please ensure the account is closed but the phone line is not disconnected or cut off.

Mail

Please ensure that you arrange to have your mail redirected at the end of your tenancy. Unfortunately, we are unable to forward any mail left in the property.

Refund of Deposit

When the tenancy comes to an end a final inspection will be made on the property. If there any deductions to be made from the deposit (information about when all or part of your deposit may be retained at the end of their tenancy, is clearly explained with reference to the terms of the tenancy agreement) after letting you know and agreeing the deductions, then we will submit a Proposal for Deposit Repayment to Safe Deposits Scotland stating what the deductions are and how much we require to be retained from your deposit.

Safe Deposits will email/ write to you, asking you to confirm whether you agree with the Proposal for Deposit Repayment, or wish to dispute the amount. Where we and tenant/s agree how all or part of the deposit is to be repaid, it will be paid out within 5 working days of Safe Deposits receiving confirmation of the agreement between the parties. The return of the deposit will take longer where the amount is disputed, or the landlord or tenant cannot be contacted, or do not co-operate.

If there are no deductions, you as tenants can apply to Safe Deposits Scotland to have your deposit refunded (you can apply even if there are deductions, but the deposit will not be returned to you until any disputes are settled).

For existing tenants that are staying on with us we will request your deposit be refunded to us from safe deposit Scotland we will then pay it into the new account for the property in SDS and we will request any top up deposit needed (in case of rent rise or deposit deductions from this year) You can also request your own deposit back from Safe Deposit Scotland but please be aware SDS only deal with the lead tenant.

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Any dispute regarding the repayment of all or part of the deposit will be dealt with in accordance with these scheme rules unless Safe Deposits is notified otherwise in writing.

The deposit remains in the Safe Deposits account until it is repaid in accordance with the Safe Deposits scheme rules and the requirements of the Tenancy Deposit Schemes (Scotland) Regulations 2011.

www.safedepositsscotland.com is the website address for Safe Deposit Scotland

please be aware that Safe Deposit Scotland will contact you for the release approval on the email address you supplied us with on your application form - you must continue to monitor this email account until you hear from them. Failure to respond to their email will lead to delay in your refund.

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Property Cleaning check list

For your help we enclose a checklist, which if you follow will ensure that most of the usual pitfalls are avoided.

It has been our experience that the major problems have always developed over cleaning issues.

To avoid any deductions please set aside 3-4 days before you leave and follow our check list. Be prepared - check you have the correct and enough cleaning materials.

To assist in a full refund of deposit I can come and visit the property before your final inspection to tell you what you still need to do in the way of cleaning - this way you have at least 24 hrs to complete the task and you know exactly what we are looking for.

REMEMBER it will take twice as long as you think it will!!

Hall and entrance passageways

Dust door frames/skirting boards light shades

Hoover carpets

Kitchen

Defrost freezer (start 2 days before final) if you turn it off wedge open door.

Clear all foodstuffs.

Clean cooker inside and out (use a sharp blade to scrape oven window)

Clean fridge inside & out if you turn it off wedge open door.

Clean work surfaces and doors and insides of cupboards, drawers and on top of units (don't forget to clean pots pans and crockery!)

Clean Extractor fans

Wash floor

Wash walls if needed.

Clean bin

Dust skirting boarding

Clean light/lightshade

Washing Machine Drawer - clean out powder drawer.

Tumble Drier - Remove all fluff from filter and water from container if condenser.

Dishwasher - if supplied - ensure it is empty and all filters cleaned.

Bathroom

Clean toilet

Sink

Bath/shower/screen

Wash/hoover floor.

Carefully wipe extractor fan grill.

Dust skirting/door frame

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Living room

Dust door/door frames/ boards/window frames/skirting boards
Clean suite (remember hoover under cushions and remember to move suite)
Hoover floor
Dust lamp shade/s

Bedrooms

Bed 1

Dust door/door frames/skirting boards
Hoover floor
Move bed and clean behind.
Clean window frames
Empty bin
Check all drawers and cupboards empty and clean.
Dust light shade
Wash and dry all mattress protectors and leave folded on the end of the bed.
If the protectors are not washed you will be charged for laundry

Bed 2

Dust door/door frames/skirting boards
Hoover floor
Move bed and clean behind.
Clean window frames
Empty bin
Check all drawers and cupboards empty and clean.
Dust light shade
Wash and dry all mattress protectors and leave folded on the end of the bed.
If the protectors are not washed you will be charged for laundry

Bed 3

Dust door/door frames/skirting boards
Hoover floor
Move bed and clean behind.
Clean window frames
Empty bin
Check all drawers and cupboards empty and clean.
Dust light shade
Wash and dry all mattress protectors and leave folded on the end of the bed.
If the protectors are not washed you will be charged for laundry

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Bed 4

Dust door/door frames/skirting boards

Hoover floor

Move bed and clean behind.

Clean window frames

Empty bin

Check all drawers and cupboards empty and clean.

Dust light shade

Wash and dry all mattress protectors and leave folded on the end of the bed.

If the protectors are not washed you will be charged for laundry

Bed 5

Dust door/door frames/skirting boards

Hoover floor

Move bed and clean behind.

Clean window frames

Empty bin

Check all drawers and cupboards empty and clean.

Dust light shade

Wash and dry all mattress protectors and leave folded on the end of the bed.

If the protectors are not washed you will be charged for laundry

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FINAL CHECK LIST HAVE YOU

Returned all furniture to the original rooms as per inventory.
Moved beds and hoovered behind.
Dusted all skirting and doors frames/skirting boards.
Dusted lamp shades.
Ensure you have not left any rubbish sacks – or bedding (duvets, pillows etc) removal will incur a charge.
Emptied the hoover once all cleaning finished.
Emptied the bins and closed the lids.
Checked all keys are working.
Checked inside drawers.
Checked all bulbs are working.
Checked the extractor fan is clean and wiped.
Washed and dried all mattress protectors.
Checked washing machine drawer is clean.
Reported any known breakages thus enabling you to replace any items missing or broken.
Tidied garden if applicable

THE DAY YOU LEAVE HAVE YOU

Taken final meter readings and notified your suppliers.
Have you turned the boiler program to OFF?