

Guide to
End of Tenancy



Content

End of tenancy

Checklist

Checklist

Complete the following list of essential tasks to ensure that your tenancy ends smoothly.

Utilities and services

You can notify your utility companies in advance that you are moving out, and then provide final utility bills confirming the account is cleared of any outstanding balances and brought up to date until the termination date. As well as utility providers, you may also need to contact your broadband and telephone provider, your insurer and the UK's TV licensing agency.

Post

With many different businesses and people to notify of your change of address, you may find it useful to use Royal Mail's redirection service, which forwards mail to your new address for up to 12 months (please contact Royal Mail). Should you fail to redirect your post, JLL cannot provide guarantees we can forward this on your behalf

Packing

Begin by packing non-essential items well in advance of your move date. Boxes and packing materials can be purchased from a large range of online retailers, such as packingboxes.co.uk. Packing can often take longer than expected, so allow enough time to ensure that the property can be fully cleared of your belongings before check-out and cleaning take place.

Final rent payment

Rent is most often paid monthly and in advance, which means your last rental payment will be due one month before the last day of your tenancy. If your rent is paid by standing order, you will need to contact your bank after your final payment has been made, in order to cancel your standing order. It is important not to forget to do this, otherwise rental payments will continue to be made by your bank. If you are paying your rent on a pro-rata basis and require confirmation of the final rent payment due, please contact our accounts team at **residential.creditcontrol@eu.jll.com**

Removals

If you have a large number of possessions or a lot of furniture to move, you may want to hire a removal company to help you. Good removal firms need some advance notice, so be sure to make arrangements well ahead of your move date. Your property manager will be able to put you in touch with a local removal company. If you would like to use a pre-approved JLL removal company, you can book via the JLL Living App*.

Professional cleaning

If your property was professionally cleaned prior to you moving in you will need to arrange for professional cleaning before you move out. It is best to arrange for professional cleaning to be completed just before the check-out appointment. If you would like to arrange a professional clean with one of our pre-approved cleaners, you can do so via the JLL Living App* or contact your property manager.

Final preparations

With your move day approaching it is worth making some final preparations to ensure that everything goes smoothly. Read through the inventory check-in report that you received when you moved in to ensure that the property is in the same condition and that all items belonging to the landlord are present. If any items have been lost or damaged, speak to your landlord about the best way to replace these prior to the end of your tenancy. If you do not, you may face deductions from your deposit. If necessary, replace blown light bulbs, and move furniture back into its original location. Lastly, make sure that you have all of the keys and fobs that you were originally provided with ready to hand back at the check-out inspection.

*The JLL Living App
To download the app, search "JLL Living Lifestyle" in your app store. For an exclusive discount please contact your property manager.

Check-out appointment



It is recommended that you attend your check-out appointment, as it gives an opportunity to speak with the clerk and add your comments to their report.

We recommend you check whether you should attend the checkout booking. Once booked, you will be notified well in advance of your appointment.

It is important to remember that your check-out appointment will be the last time you are able to access the property. If the appointment is not suitable, just let us know at least two weeks before your move date, to be able to ensure the appointment can be moved to a time that is convenient for you.

Attending your check-out appointment

The clerk will introduce themselves and then get down to work comparing the condition of the property against the inventory check-in report from the start of your tenancy.

They may ask for your comments on issues so that these can be included in the final check-out report.

During the inspection the clerk will take numerous pictures of the property including the meter readings if they are able to access them. These photos will form part of the final check-out report so you will have a record of the meter readings to be able to provide to your utility suppliers. We recommend you also take readings yourself, just in case the clerk cannot access the meters during the check-out appointment for any reason. At the end of the check-out inspection

the clerk will ask you for all keys that you have to be handed back. If you cannot attend your check-out appointment, all you need to do is return your keys to one of our offices or to the concierge prior to the check-out inspection. We'll write to you well in advance of the check-out appointment to confirm where the keys should be left.

Whether you are attending the check-out appointment or not, we will send you a copy of the check-out report. Usually we receive this within 3-5 working days of the check-out appointment and we send it straight on to you by email.

The check-out report highlights any items where the condition differs to the start of the tenancy. The clerk may note these items as the responsibility of the tenant or the landlord to resolve depending on the issue. The check-out report is also sent to your landlord and they use the report to advise you whether they wish to propose any deductions from your deposit.

Deposit

We hold most deposits as stakeholder which means that we are responsible for looking after your deposit until you and the landlord agree that it can be released. Where the landlord proposes a deduction from your deposit you must agree to the deduction before we will release any part of your deposit to the landlord.



Deposit return process

After your check-out report is sent to the landlord, your property manager should contact you to discuss whether or not they propose to make any deductions from your deposit.

In some instances a cost will be able to be proposed straight away and sometimes your landlord may need to arrange a quote or for works to be carried out to know the cost.

Once all costs are known you must decide whether or not you agree to the proposed deductions. If you agree to the deductions you and the landlord should confirm in writing (email is fine) and we will arrange for your deposit to be returned less the agreed deductions.

If you are not in agreement with the deductions you should try to agree with the landlord an amount that is acceptable to both parties.

In most instances deposits that we hold are registered with TDS (The Dispute Service). Where this is the case, if you do not agree with the deductions proposed by the landlord you can raise a dispute to TDS who will decide how the deposit should be apportioned. It is important that efforts are made to try to come to an agreement before a dispute is raised with TDS. Less than 1% of deposit returns end in a dispute being submitted to TDS.

How to avoid pitfalls

Each year TDS produce an Annual Review which reveals what the most disputed deposit issues were. Here's what you need to know to avoid unnecessary deductions.

Cleaning

In over half of cases submitted to TDS cleaning was a deduction proposed by the landlord. In most instances your property will have been professionally cleaned before you moved in. If that was the case you'll be expected to have it professionally cleaned before you move out.

If you clean the property yourself or arrange your own cleaner you just need to bear in mind that if the cleaning is not to the same condition as it was at check-in you will not be able to get back into the property after the checkout to remedy any issues. As such, the landlord may want to propose a deduction for further cleaning to ensure the property is clean for their new tenant.

If you would like to arrange a professional clean with one of our pre-approved cleaners who are able to return to the property if required, you can do so via the JLL Living App* or contact your property manager.

Damage or maintenance

Just under half of cases submitted to TDS involved some form of damage. This might include damage to the landlord's furniture or to the property itself. If you're aware of anything having been damaged in the property that doesn't belong to you the best thing to do is notify your landlord. This will avoid issues at the end of the tenancy.

Tenants are expected to carry out minor maintenance works, such as replacing all blown bulbs (including within appliances). Please make sure you have addressed any such maintenance prior to your tenancy end.

Redecoration

If you installed picture hooks during your tenancy or scuffed walls quite badly, it is best to redecorate the full wall being careful to match the existing paint colour. However, if you require any further assistance, please contact your property manager.

Gardens or balconies

The check-out clerk will be looking to see if the garden/balcony is in the same condition as it was at check-in. Often, deductions are proposed for mowing lawns and cleaning patios. Deductions have even been proposed for replacing house plants which have not been maintained. It is worth spending some time tending to the garden and any house plants shortly before the check-out inspection. If you have a balcony, ensure it is swept clean and any furniture, plants or pots are removed which were not present at the start of your tenancy.

Rent arrears

You will need to ensure that you pay your rent right up until the end of the tenancy. If you are unsure how much you should be paying or when you should be paying, contact residential.creditcontrol@eu.jll.com.

Missing items or items left behind

You must ensure items belonging to the property remain in place at the end of your tenancy, or any items which do not belong to the landlord are removed from the premises. Your landlord may charge you the cost of items noted as missing on the checkout report, unless otherwise agreed during your tenancy. If you leave any items behind then your landlord is within their right to charge you removal fees which will normally be undertaken by a professional company.

Other points

The best way to avoid any of the deposit pitfalls discussed here is to refer to your check-in report and leave the property in the same condition. If you need a copy of your check-in report speak to your landlord or a member of our team.

*The JLL Living App
To download the app, search "JLL Living Lifestyle" in your app store.
For an exclusive discount please contact your property manager.

Professional cleaning

Getting started

Professional cleaning is one of the most common deductions made to deposits. It is a contractual obligation for the property to be left in the same clean state as found at the check in.

We would like to reduce the amount of cleaning related issues for our tenants so we recommend that a professional cleaner is employed to clean the property at check out. With this in mind we are able to arrange on your behalf for a professional cleaning contractor to attend the property at the end of the tenancy with the main benefits being:

- Cleaning contractors used have public liability insurance and have carried out cleaning for JLL for a number of years
- Cleaners will return free of charge to any cleaning items identified within the check out report as requiring further cleaning and which are part of the enclosed specification of professional cleaning
- Cleaning is done to an exceptional standard

Please note that in order for us to be able to organise a professional clean on your behalf it is necessary for payment to be made in advance.

Contact us on 020 7306 1680 or get in touch with your property manager to arrange your end of tenancy clean today.

Disclaimer: The points are all guides and are not limited to the above guide.

Cleaning specifications

The best time to carry out a professional clean is prior to the end of your tenancy just before your check-out inspection.

General

- Dusting throughout, including ceilings, walls, light fittings and shades, light switches, dado rails, skirting, spindles and banisters, curtain rails, wall pictures, mirrors, fire surround and radiators
- All personal items to be moved
- Carpets to be professionally steam cleaned
- All other floors to be washed and polished
- All glass (furniture tops, mirrors, picture frames etc.) to be cleaned with window cleaner
- Curtains to be vacuumed on site (to advise property management of condition)
- Windows to be cleaned internally and externally (where possible.) Window sills to be wiped down
- Drawers and shelves to be cleared of any rubbish (newspapers and magazines etc.) and telephone directories to be replaced with manuals
- Upholstery vacuumed, also cushions lifted and cleaned
- All wooden furniture to be carefully wiped clear of dust
- Remove and dispose of Hoover waste bags
- Empty and clear the storage cupboard
- Walls to be wiped down to remove any scuffs and marks

Bathroom

- Shower screen descaled, cleaned and polished
- Wall tiles degreased, cleaned and polished (mould growth if any removed from between grout)
- Bath, basin, taps, shower, bathroom cupboards and fittings to be steam cleaned, descaled and polished
- Toilet to be descaled and brushed clean
- Seat to be cleaned
- All soap and shampoo etc. to be removed
- Dust and clean extractor fans
- Clean and empty the bins

Bedroom

- All bedroom furniture/storage units should be clean inside and out
- Mirrors to be cleaned and polished
- Floors to be washed. If carpet, floor to be professionally cleaned
- Mattresses to be steam cleaned, lifted and vacuumed under

Kitchen

- Wash and polish all work surfaces
- Clean inside all cupboards and drawers. Remove all old foodstuffs, carrier bags etc. and dispose of. N.B. do not throw away instruction manuals
- Make sure all crockery, cutlery and utensils are clean and neatly stacked
- Clean sink and taps and remove lime scale and polish where required
- Wall tiles to be degreased, cleaned and polished (mould growth if any removed from between grout)
- Clean oven internally to remove all build up grease as well as clean exterior and polish any external chrome
- Clean and remove grime from extractor. If applicable to replace filters in extractor fans
- Clean and defrost refrigerator removing all grime, mildew and food deposits. Leave switched on
- Dishwasher – clean filters and run proprietary cleaner through system
- Clean exterior of all appliances
- Bins to be cleaned inside and out

Please feel free to contact us on **020 7306 1680** if you would like us to arrange the professional cleaning on your behalf or if you would like any further information.

Your deposit release FAQ

When will I receive my deposit back?

The Agent will contact the Landlord to confirm if they wish to make any deductions from the deposit. Once the Landlord has confirmed, this will be proposed to the Tenant to confirm their acceptance. If/when a mutual agreement has been reached, the deposit monies will be dispersed swiftly thereafter.

I didn't cancel my rent standing order so can I have this refunded with the deposit?

We will of course return all monies due to you as quickly as possible. To avoid this happening in the first place, please contact your bank to cancel your standing order after the last payment of rent has been made.

When will I get the check out report?

The check out report will take approximately 2-3 working days for the clerk to complete and submit, you will be provided a copy by your Property Manager once received.

Can you provide me with a reference?

A tenant reference can be provided on request to your Property Manager.

Where do I leave my keys? / Can the check out clerk collect the keys from the concierge?

You can leave the property keys with the porter/ concierge (where one is present) or you can drop the keys to the local JLL branch in advance of the check out. Alternatively, if you are present for the check out, you can handover the keys to the clerk.

Does the landlord want to buy x item I bought for the flat/do I need to dispose of it?

Any additional items you have purchased will need to be removed prior to the check out, items that have been left will be removed and disposed of at your cost.

Do I need to be present for the check out appointment?

There is no requirement for you to be present provided you have arranged access for the clerk and made known the location of the keys for collection.

How long will the deposit funds take to reach my account?

Once deposit funds have been transferred, please allow 3 to 5 working days for monies to clear into your account.



It wasn't clean when I moved in so do I need to arrange a professional clean?

You are required to return the property and furnishings in the same condition as received at the commencement of your tenancy.

Can you arrange the clean and deduct from my deposit?

Should you wish for an end of tenancy clean to be carried out, please refer to the [JLL Living portal](#) where several end-of-tenancy services are available. This will be a direct arrangement and you will settle the cost with the provider, the service will shortly be available on our Tenant portal.

Will the cleaners do the carpet or is that an extra charge?

Please refer to our 'Guide to Professional Cleaning' which outlines the standard end of tenancy clean will include the vacuuming of the carpet and flooring areas. Additional cleaning services (steam cleaning) of carpet areas will incur further costs. For quotes, please speak with your Property Manager.

What is my final rent payment?

If you're vacate date falls on a rent due date, the final rent payment remains the same. If not, the final rent payment will be re-calculated by the accounts team and your Property Manager will be able to provide this on request.

What can the Landlord charge for?

Section 28 of your tenancy agreement outlines what the landlord is reasonably entitled to withhold from the deposit. This section refers to compensation towards loss and damage in the property, cost of removals/disposal of personal items and rubbish, rent arrears, end of tenancy cleaning and unpaid council tax and utility bills.

What can I do next as if I do not agree to the proposed charges from the Landlord?

Should you not agree to the proposal deductions from the landlord, you can respond with a counteroffer with the aim to reach mutual agreement on the matter. You have 90 days following the end of the tenancy to raise a dispute with the nominated deposit protection scheme if you are unable to come to an agreement with your landlord. You will be able to directly contact the deposit protection scheme for further advice, please refer to your deposit protection certificate for their contact details.

Do I need to close my utility accounts and show final bills?

When you move house, you need to contact your council tax, heating & cooling, electricity, gas, media, and water suppliers to tell them you're moving out of your current property. You'll then be sent a final bill based on the final meter readings (remember to give your suppliers your new address so they can send this out). Please have the final bills ready as your property manager will require such proof on request.



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