



END OF TENANCY GUIDELINES FOR TENANTS AND LANDLORDS TO PREPARE FOR CHECK OUT

What is a check out report?

At the end of the tenancy, the original **Inventory** is re-checked and any discrepancies and/or variations are reported. This report will indicate where such deterioration might be considered as reasonable wear and tear, a maintenance issue, a cleaning issue, or requires the making good of areas.

The checkout report does **not** list everything in the property: it only comments on items where changes have occurred since **check in** and it should be read in conjunction with the original inventory.

Preparing for check out – a check list

- ✓ The tenant should have a copy of the original inventory. If Chase did not carry out the original report, one must be provided to the tenant prior to the check out.
- ✓ The property must be vacated, all cleaning completed, and all personal possessions removed.
- ✓ The tenant should be ready to hand over all keys and should not expect any further access to the property after the check out.
- ✓ The landlord should not commence any redecoration, cleaning, or maintenance prior to the check out report. Any work undertaken before the check out will be deemed to be **property maintenance during the tenancy** and Chase will **not** be able to comment on the work carried out.

- ✓ It is most important to note that **all items listed on the Inventory MUST be returned to their respective rooms** - including any stored items - upon termination of the tenancy. Failure to do so can result in delay and confusion, and can lead to a search fee being added to the check out or Chase having to return at a later date.
- ✓ The property should be left as clean as it was found at the start of the tenancy. Where professional cleaning has been carried out at the start of a tenancy, we will report if cleaning has been carried out to the same standard at the time of the check out. We will request a receipt from the tenant as evidence of cleaning. Cleaning is highly dependent on the method used and can vary between contractors. Our comments will be based on our observations at the time of the check out report.
- ✓ Should you be responsible for garden maintenance, any waste matter must be removed and the garden brought back to a standard similar to the start of the tenancy.
- ✓ Beds should **NOT** be made up, so that the mattresses, duvets, and linen etc. can be inspected.
- ✓ Any items listed on the Inventory that have been broken or mislaid should have been **replaced** with a similar item.
- ✓ You should arrange with the relevant services, i.e. Gas, Electricity, Water, and Telephone to take final readings on the check-out day, and provide your forwarding address for final accounts. Please **DO NOT** contact the providers requesting them to disconnect the services.
- ✓ When the check out inspection is complete, the tenant will be required to return all keys and will have no further access to the property.

Please refer to the “notes and guidelines” section on the inventory for information regarding our restrictions and limitations and expectations at check out.

Summary & explanation of terms

Chase should be advised in writing to enquiries@chaseinventory.co.uk **within 7 days** of receiving the check out report if you do not agree with the report or if you believe there is a discrepancy within the report. After this time we will not be held liable for any changes you feel are necessary.

Please refer to your check out report for an explanation of the terms we use when making recommendations.