



3Keys Property  
6 Town End  
Doncaster  
South Yorkshire  
DN5 9AG

Company reg. no: 06841492  
Branch no / name: Doncaster branch  
Phone: 01302 867888  
Email: enquiries@3keysproperty.co.uk  
Web: www.3keysproperty.co.uk

## END OF TENANCY GUIDANCE – Handing the Property Back

**In accordance with the terms of your tenancy agreement, you have two main obligations to consider when ending your tenancy:**

- The property and contents should be handed back in the same condition as they were at the beginning of the tenancy, but allowing for normal wear and tear.
- The rent must be paid up to date, and all utility bills settled.

Once the final checkout has taken place, you will not have access to the property, and therefore any remedial work will have to be carried out by contractors at your expense.

### The Checkout

**On the day your tenancy expires, you should return all keys to 3Keys Property's office by 11:00am**, along with proof that all utility accounts have been paid up to date, and details of your forwarding address (to enable us to return your deposit) and meter readings. Once you have done this we will arrange a check-out of the property; during the checkout one of our staff members will check the condition of the entire property and contents against the original inventory. You will receive a written statement of dilapidations and/or deductions to be made from your deposit.

The following notes are intended to help you prepare for the checkout, so that the event runs smoothly, and to minimise the risk of misunderstandings, deductions from your deposit, last minute problems or surprises.

### The Inventory

It is good idea to start your preparations by running through your copy of the inventory to remind yourself about the contents and conditions at the start of the tenancy, and to check for damaged or missing items. If you do not have your original inventory to hand, copies are available from 3Keys at a cost of £10.00 each.

### Normal Wear and Tear

Please note that normal wear and tear does not include damage, nor excessive wear and tear.

### Preparing the Property and Contents

- All soft furnishings especially carpets and curtains should be left clean, paying special attention to any heavy stains and marks if applicable. This may mean having carpets professionally cleaned and curtains dry cleaned and pressed.
- All kitchen equipment and appliances including oven, hobs and extractor should be cleaned, the fridge freezer defrosted, food should be removed from all cupboards and all hard surfaces should be washed down and cleaned, including the kitchen floor, which must not be 'sticky'.
- All bathroom/WC furniture and fittings should be thoroughly cleaned paying particular attention to any stains or marks.
- All the woodwork including skirting boards and door frames should be washed down.
- All electrical goods and appliances and any garden equipment should be in good working order.
- Gardens and patio should be free from weeds and lawns cut.
- No rubbish should be left on the premises, except in the wheeliebin. Please do not put anything other than garden waste in green bin.
- All set of keys must be handed over. Internal keys for cupboards, window etc. should be left at the property in their locks.
- It is your responsibility to check all light bulbs and smoke alarms are working on your departure; otherwise you will be charged for replacements bulbs and batteries.



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### **Final Bills**

You should contact the appropriate offices for telephone, water rates and council tax and arrange for final bills. For gas and electricity it is generally easier to inform them of the final meter reading after the checkout. We will check the readings you provide at the checkout.

**\*\*Please ensure when closing down your utility accounts these are transferred back into the LANDLORD'S name (this can be found on your tenancy agreement). If you transfer the bills into the name of 3Keys Property you will be charged £25.00 + VAT per supplier we have to contact to correct this.\*\***

### **Mail Forwarding**

You should make arrangements with Royal Mail.

### **Viewings**

It is possible that we may contact you to arrange to show the property to prospective tenants. It is a condition of your tenant agreement that you allow us to do so during your notice period. However we will give reasonable notice, and endeavour to do so at your convenience.

### **Return of Deposit**

Please note that your deposit will not be returned at the checkout. It will be returned as soon as administratively possible thereafter. Your deposit is protected in line with current legislation with the DPS (Deposit Protection Service). Guidelines state we have 14 days in which to make an application following end of tenancy. Where it is necessary for us to obtain estimates for replacements or remedial works, there may be further delay, but we will endeavour to keep this to a minimum.

If a dispute between landlord and tenant at the end of the tenancy regarding allocation of the security deposit 3Keys Property will charge £25.00 + VAT per hour for dealing with the dispute. This will be deducted from the bond.