



CAPTURE
HOUSING

Voids/checking out policy

Our tenancy agreement should say how much notice you need to give before you leave the property.

You're responsible for paying rent for your entire fixed-term tenancy. You can move out early without paying rent for the full tenancy if:

- there is a break clause in your tenancy agreement
- your we agree to end the tenancy early

You can also leave if your tenancy is up after giving your notice (whether it is fixed-term or not).

Once you have found a new place to live and will be moving out of your property you should make sure that:

- Your rent account is clear.
- You don't owe us any money.
- There are no repairs outstanding that you haven't reported.
- Your home and garden and garage are clean, tidy and in a good condition

We expect our residents to look after their property, so if you don't leave your home in a good condition you may be charged and we may not be able to provide a reference to your new landlord.

We'll agree a time with you to carry out an end of tenancy inspection of your home.

Before we come to visit you, it's a good idea to have a look at whether your property is in good condition and, if needed, spend some time putting things right.

You'll need to make sure that we can easily view all rooms and walls. Please take down posters and pictures and move large furniture away from the wall.

A checklist will help you prepare for our inspection and let you know how we expect the property to be returned to us.

You need to make sure you leave any other window or door keys in the property, along with any gas and electric keys/cards.

Kitchen

- All kitchen units and worktops should be in a reasonable condition (clean, with no chips or scratches).
- Cupboard doors should be fitted correctly and the handles should be secure.

Bathroom and WCs

- The bath, basin and WC should be free from cracks and stains, with plugs and chains attached.
- Taps should be clean and in good working order.
- The bath, basin, WC and tiles should be clean and shower curtains removed.

Doors and Windows

- Front and rear external doors should be free from damage and secure.
- Windows should be secure, keys should be provided for windows with locks.
- Internal doors should be in good working order.
- Missing or damaged internal doors should be repaired or replaced.

Flooring and staircases

- Flooring, staircases, banisters and handrails should be secure and free from damage.

Decoration

- All skirting boards, doors and door frames should be cleaned and in good condition.
- All wall surfaces should be in a good state of repair, any holes should be sanded down.
- Walls where indicated should be painted white or magnolia.

Gardens

- All gardens should be free from hazards and personal belongings and in good condition

Electrical items

- If you have installed your own light fittings, these will need to be removed and replaced with standard light fittings which are installed by a qualified electrician.
- If you have rented domestic appliances or items such as TV, DVD or satellite cable equipment, this must be returned prior to your departure

Before you move

- All doors, door frames and skirting boards should be washed down to remove marks and grease.
- Graffiti, scribbles or stickers removed from walls.
- Kitchen and bathroom floors should be swept and washed.

- Kitchen cupboards should be emptied and washed out.
- Windows cleaned internally and externally.
- Loft, sheds, garages and any outhouses should be emptied of all belongings.
- Rubbish and items of furniture you no longer want are removed.
- Carpets should be removed as discussed in your inspection.
- The bath, basin, WC and tiles should be cleaned and shower curtains removed.
- Any grass or hedge areas should be cut and maintained.
- Any pet faeces should be cleaned up and disposed of appropriately.

Please confirm to Capture Housing who supplies the utilities to the property (form supplied). The utility accounts are a contract between you and the utility company directly and therefore, you will need to close these accounts personally. Do ensure that none of these supplies are disconnected – any reconnection and related costs incurred by the Landlord or Managing Agent in this respect will be deducted from your deposit and will delay its return.

If you have a landline and/or broadband account, you must inform the provider that you no longer wish to be their subscriber. We cannot do this for you due to Data Protection. DO NOT disconnect the line.

You must make arrangements with the Post Office to set up a postal redirection service

UTILITY INFORMATION PRIOR TO CHECK OUT

Further to Deregulation, the administration of utility information has become more difficult. We require utility information so that we may contact the various companies to ensure your accounts are closed and the new tenants accounts are opened correctly.

Please complete and return the form as soon as possible or pass to us on the day of check out.

Name

Vacating date

Property address

Forwarding address

GAS

Company

Account number

Telephone number

ELECTRICITY

Company

Account number

Telephone number

WATER

Company

Account number

Telephone number

LANDLINE TELEPHONE NUMBER

01983