

MOVING OUT OF YOUR PROPERTY



When the time comes to move out of your current accommodation, it doesn't have to be a stressful experience. There are often lots of things to remember to do before you leave, so check out our handy checklist and tips to improve your chances of getting your full deposit back.

MOVING OUT

CHECK LIST

- ✓ **TENANCY AGREEMENT** - Check your contract for an end of tenancy procedure and follow it!
- ✓ **CLEANING** - Have a proper deep clean! The property needs to be returned in the same condition as when you moved in, except for fair wear and tear. Take dated photos as evidence.
- ✓ **BILLS AND CONTRACTS** - If you pay your utility bills yourself, contact the utility companies and ensure the bills are paid in full. Also let them know the date you will be leaving the property and provide them with a final meter reading on the day you leave. If bills are included in your rent, give the final meter reading to your landlord but keep details for your records.
- ✓ **TV LICENCE** - If you have purchased a TV licence you can get a refund for the summer months if you are not living in the property. Visit www.tvlicensing.co.uk or call 0300 790611.
- ✓ **UNWANTED ITEMS** - Remove all of your unwanted items from the property. Don't forget to recycle or donate.
- ✓ **RUBBISH** - Completely clear the property of waste, including items of food as you may be charged for cleaners to remove it and it could stop you from getting your full deposit back.
- ✓ **RETURN KEYS** - follow your tenancy agreement on how to return the keys to the accommodation provider and ask for a receipt as proof.
- ✓ **MAIL** - Use Royal Mail's post redirection service to make sure that confidential post is forwarded to another address of your choice.

YOUR UNWANTED STUFF



Donate reusable unwanted items to the local community. Drop-off points on-campus before the end of Spring term. Ask at your students union for details.



Liverpool City Council has a free collection service called Bulky Bobs for items such as furniture, mattresses and electrical items. See www.liverpool.gov.uk for details.

Summer Lets

- ☀ We begin to advertise short-term summer lets from April for the following summer. All properties are accredited with us and are typically available from May/June until end of August or start of September.
- ☀ Check the LSH website for details.

YOUR NEXT HOME

ROOMS IN PRIVATE HALLS
STUDIOS
SHARED HOUSES OF ALL SIZES
HOMESTAY (LIVING WITH THE OWNER)
INDIVIDUAL ROOMS IN PROPERTIES

LARGEST CHOICE

There's plenty...
No need to rush!



www.liverpoolstudenthomes.org

UNHAPPY?

WE CAN GIVE YOU HOUSING RIGHTS ADVICE
(EVEN IF YOU LIVE IN A PROPERTY THAT IS NOT ACCREDITED)

Drop-in sessions on campus.
Expert housing rights advice.
Contracts, deposits, disrepair,
landlord disputes and more.
Free & confidential.

Liverpool Student Homes
**HOUSING
ADVICE**
Expert Housing Advice & Support

☎ 07970 247 209
✉ advice2u@liverpool.ac.uk

GETTING YOUR DEPOSIT BACK

AT THE END OF YOUR TENANCY



Your accommodation provider will inform the deposit protection scheme that the tenancy has come to an end and how much deposit they think should be returned to you. You will then have a choice whether to accept this or dispute it through the scheme.

WHAT IF MY ACCOMMODATION PROVIDER DOES NOT START THE PROCESS OF RETURNING MY DEPOSIT WITHIN 10 DAYS?

Ask your provider why. If you are not happy with the response then use the dispute procedure of the scheme where your deposit is protected. If there has been no agreement, you must start the dispute procedure within the time frame stipulated by the deposit scheme (normally within 3 months).

WHAT CAN MY PROVIDER CLAIM FOR OUT OF MY DEPOSIT?

RENT ARREARS

If you owe rent at the end of the tenancy, they can deduct the amount from your deposit.

DAMAGE

If you have caused damage to the property and you have not fixed it. Check your tenancy agreement to understand what maintenance you are responsible for.

WHAT IF I DISAGREE WITH THE AMOUNT OF DEPOSIT MY LANDLORD WANTS TO RETURN TO ME?

The tenancy deposit scheme has an Alternative Dispute Resolution (ADR) process for deposit disputes between tenants and accommodation providers. It considers evidence from both sides and will make a final decision on how much deposit will be returned. If the ADR process is not used, then the dispute may go to court.

HOW LONG SHOULD IT TAKE TO GET MY DEPOSIT BACK?

If you and the provider agree on the amount of deposit to be returned then you should get the deposit back within 10 days of agreement.



DISPUTE WITH YOUR ACCOMMODATION PROVIDER?

LSH CAN HELP

Liverpool Student Homes
HOUSING ADVICE
Expert Housing Advice & Support

07970 247 209

advice2u@liverpool.ac.uk



BEST TIP

Email the accommodation provider to report disrepair as this is dated proof of communication, which can come in handy if you get into a dispute. Always follow up a phone call with a confirmation email.

TOP TIPS TO GET BACK YOUR FULL DEPOSIT

- ★ **INVENTORY** - The accommodation provider may provide this at the beginning of the tenancy. Check it and note any damage or faults in the property. If you are not provided with one, then send an email detailing the damage/faults.
At the end of the tenancy check the inventory again to make sure nothing is missing or broken. replace or fix as needed.
- ★ **REPORT DISREPAIR** - Always tell your provider straight away if there are any repairs needed or if there have been breakages, preferably in writing.
- ★ **CHECK YOUR CONTRACT** - for your responsibilities as a tenant and details about things you cannot do such as using Blu-Tac.
- ★ **CLEAN!** - keep the property clean throughout the time that you are renting it and have a proper deep clean at the end of the tenancy.
The property needs to be returned in the same condition as when you moved in, except for fair wear and tear.
- ★ **TAKE FINAL METER READINGS** - you don't want to be paying the next tenant's bills!
- ★ **TAKE DATED PHOTOS** - as proof that you've left the property in a good condition.
- ★ **RETURN KEYS** - follow the instructions on your tenancy agreement on how to return the keys to the landlord/agent and ask for a receipt as proof.

