

If there is anything which you do not understand, please do not hesitate to contact us.

KEY RETURN

All keys are to be returned to the office by **Saturday 30th June 2012 before the close of business 5.00 pm**. Please ensure you provide us with a forwarding address, valid e-mail address, current bank details and a valid mobile phone number. Any keys returned by another tenant on your behalf will need to ensure that they provide us with your forwarding contact details as requested.

If you are leaving the property before the deadline date then you can return your key to the office earlier if needed. **Please inform us of your intended departure date.**

If you are renewing your tenancy for next year then please be advised you still need to return your key to our office by the deadline date. Your key will then be reissued to you in September. Your house will not undergo a check out as your deposit will be retained for your next tenancy, so you will not receive a check out report.

Any tenant not returning the keys by the due date **will be charged a daily rental rate** until the keys have been received.

Any tenant who fails to return keys by **6th July 2012, will be charged for any relevant lock to be changed** at the property due to security reasons. See costing attached.

Please remember all keys issued at the start of your tenancy need to be returned.

CHECK OUT REPORT

Your check out report will be based on the content of the Inventory and schedule of condition you received in your welcome pack at the beginning of your tenancy. The check out report will be sent to you via e-mail **by Tuesday 24th July 2012** detailing any loss, damage or dilapidations (if any) To avoid any delays in this process, please ensure you provide us with your current e-mail address when dropping your keys off.

DEPOSIT RETURNS

Once you have received the check out report and if there are no dilapidations reported; your deposit will be refunded back to you in full **by the 4th August 2012**.

If there are dilapidations that need to be rectified, we will discuss with you your options and the cost involved. Your deposit will then be refunded back to you upon a satisfied conclusion minus any agreed dilapidation charges. (Please note: Acquiring quotations for dilapidations can take time but we will always endeavour to provide you with costs as soon as we can)

Please note all negotiations on deposits must be completed in writing. We will use email contact to maintain this so please ensure you provide us with an up to date email address.

DILAPIDATION AVOIDANCE

Please refer to the "Before you leave" document that is attached. To avoid any deductions taken from your deposit, please follow the "Before you depart" guidance carefully. We would recommend

that you print this document and use it as a guide when checking out. You also need to discuss this with all your housemates and ensure that everyone is clear on their responsibilities.

We do not want to have to charge you for something that could have been easily rectified by you before you left the property at the end of your tenancy. iConn do not benefit from deposit dilapidations, we are totally impartial and have no bias towards any contractor that is used to carry out work. Our contractors are not charged any commission or referral fees from us and therefore we have no financial benefit from tenants' dilapidations. iConn acts on behalf of the Landlord and the tenant to ensure that a fair and professional departure check out is undertaken.

Please ensure that you are fully satisfied with the condition of the property before you leave and all points raised in the "Before you depart" document have been adhered to.

No access to the property will be given to you once your tenancy has expired. We expect you to leave the property in a suitable condition upon your vacation date. If there are any outstanding issues, a relevant authorised contractor will be sent to the property to rectify the problem at an agreed cost.

You will find attached a guide for approximate cleaning costs that you may get charged, if you leave the property in an unsuitable unclean condition.

You may decide that you wish to use contractors to complete the work needed on your behalf and pay for their services direct. Please remember to keep all receipts and information given to you by outsourced companies, so that you can provide us with them to confirm that any work that has been undertaken has been carried out by a professional organization.

There is also a list of approved contractors on our website which cover all trades that you may wish to use in preparation for your departure. These contractors are classed as approved contractors because they have the relevant qualifications relating to their trade and are adequately insured and are known to us for their excellent quality of work.

http://www.iconnproperties.co.uk/approved_contractors.php

As we approach the end of your tenancy, it is worth considering items or areas in your property that may be in need of attention which could be highlighted by us during your final check out inspection. The check out inspection is more in depth and the original Inventory and schedule of condition is used to compare the condition of the property and its affects on the expiry of your tenancy against the properties condition upon the commencement of your tenancy.

If there are items or areas that you are aware of within the property that may have been accidentally damaged by you during your tenancy, you could be covered under your contents insurance policy for the cost of the repair. This could prevent you from being charged direct for the damage and the cost for the repair being deducted from your deposit.

If this is the case then please instruct your insurance company as soon as possible. Please note your policy may expire at the end of your tenancy, in which case it will be too late to claim if there are damages highlighted and applied to your deposit at the end of your tenancy.

ITEMS LEFT IN THE PROPERTY

Any items (including electrical) left in the property that have not been agreed by iConn will be disposed of and the cost for arranging the disposal will be charged to the relevant tenant.

HOUSEHOLD WASTE & RECYCLING

Any household waste or recycling left behind in the property or outside of the property that has not been bagged correctly and left for collection by the City Council will be disposed of and the charge for disposal will be deducted from your deposit.

GARDENS

It is the responsibility of the tenant to ensure that the garden is left in a suitable condition (unless otherwise agreed with your landlord). If you have not maintained the garden adequately, please see our website for an approved gardener who will visit your property and quote/arrange for mowing/strimming and clipping of shrubs and bushes at your own cost. If the garden is unkempt at the end of your tenancy, the cost to tidy it will be deducted from your deposit.



Before you Depart

We have been asked on several occasions what is to be expected from tenants when leaving the property at the end of their tenancy. We have therefore outlined below the areas within the property which will be checked by us at the end of your tenancy. In order to get your deposit fully refunded please ensure that your property is clean and tidy, ensuring that all materials / equipment that belong to you are removed and that all points below are adhered to.

Cleaning.

Before you leave, please make sure that the property is professionally cleaned thoroughly throughout as it was when you arrived; do not leave it to the last person to do because from our experience it will not be done! If we have to arrange for the property to be professionally cleaned, the cost can be as high as £500.00, which will be split between all of you as you are all in a joint & several liability contract. Particular attention should be made to white goods, kitchens, carpets, bathrooms, showers, sinks, basins, extractor fans, filters and gardens.

A "professional oven and hob clean" could make a big dent in your deposit, as will a sink full of dirty dishes or drawers full of crumbs and rubbish. In addition to making sure the fridge/freezer is clean, don't forget to de-frost it and once it's dry, leave the door open to ensure air circulation.

It's also a good idea to make sure the bathroom extractor fan isn't blocked with a year's worth of dust and fluff. The kitchen and bathroom need to be deep cleaned and all mildew if any, removed, which again can be costly to rectify, if not done by you.

Should you decide to use a cleaning company we have recommended, we have phone numbers of approved companies who are very reasonable cost wise and the contact numbers are provided below and on our website. These companies are completely independent from iConn.

Equipment and Belongings.

Don't forget to take all your equipment and belongings with you and to clear out all the rubbish that's accumulated over the year. If we have to arrange the clearance of cardboard boxes or polystyrene packaging from assorted TVs, PCs and DVDs then the cost will be recovered from your deposit whilst any rubbish will be disposed of by our cleaning contractors, again coming out of your deposit. All cupboards, wardrobes, dressers, drawers, understairs cupboards, sheds and garages are to be cleared and left empty. Rubbish bins are to be left out for the next collection, please ensure that all rubbish is correctly disposed of, in the relevant bin or sack.

Furniture and fittings

All furniture and fittings need to be returned to the position that they were in when you moved in. If we have to move furniture or fittings to their original position, the cost of hiring a contractor to do so, will be charged to you.

Pictures/Posters.

Please be very careful when taking down any pictures or posters etc. Blue tac for example, leaves stains on the walls which can prove very difficult to remove.

Damage to the wall finish will result in repainting or repair, which again can be expensive and will be charged to you.

Light Bulbs and Shades.

All light bulbs are to be replaced if blown or missing. Shades are to be replaced if damaged or missing.

Windows and curtains.

All windows are to be cleaned inside and out. If curtains have been taken down during the tenancy, it is your responsibility to ensure that they are to be re-hung. Failure to do so will lead to a charge taken from your deposit for hiring a contractor to rehang them.

Loft and Cellar.

You should not have entered the loft or cellar due to health and safety reasons to store items. If you have, please take all your items with you. They will be checked by a member of staff and if they need clearing you will bear the cost.

Gardens.

The garden needs to be newly mowed with bushes cut back, the general appearance of the garden should be well kept, all materials and rubbish on the grounds are to be removed.

Utilities.

Meter readings will be recorded by us on **1st July 2012** and the relevant utility companies notified. Please can you inform us if you have changed your utility company during the year. We will inform your utility company that you have moved therefore we will arrange for all outstanding bills to be sent to your address given by you on your key return forms.

Rubbish and Waste.

With reference to rubbish and waste; please don't leave it to the last minute, start disposal of it now. Canterbury City Council will not remove any rubbish that is left out in black bags or left stacked by your wheelie bin. In this case, we will organise its removal by a licensed waste carrier and the cost will be charged to you. Please do bear in mind that waste carriers are being charged a minimum of £60.00 to use landfill sites so it can be a very expensive bag of rubbish to have to dispose of. Please note that you can purchase purple refuse sacks from Serco which will be collected outside of the wheelie bin but these must be council approved purple sacks and not standard black bags.

Keys.

Please ensure all keys, including internal keys, are returned to our office by the close of business on **Saturday 30th June 2012 by 5.00 pm**. You must sign your keys back in and leave a forwarding address. Remember, just one missing key will result in the locks being changed at your expense. A minimum cost by the way is on average £100.00. However this will depend on the type of lock and keys required, **so please return ALL your keys.**

Post.

Sorry, we are not able to forward any mail onto you. The Royal Mail will redirect all your mail if you notify them in advance. Forms to arrange this are available from any Post Office.

Deposits.

Deposits can be refunded by cheque to the address given on your key return form or alternatively if you'd prefer, your deposit can be transferred direct to your bank account: Please provide your name on the account, the Account Number and Branch Sort Code; plus, for overseas accounts; The Bank's Name, Address, IBAN Number & SWIFT/BIC Code. There is also a charge of £20.00 on overseas transfers, this unfortunately is unavoidable due to bank charges.

Those of you who registered your deposit after April 7th 2007 will be part of the Tenancy Deposit Scheme, please refer to your tenancy agreement for more information regarding the deposit refund time scales and terms & conditions and the attached TDS document.

In order to return deposits we need a forwarding address and your bank details.

And finally, you cannot use your Deposit to pay June's rent! The deposit is held against dilapidations, damage or loss in the property and can only be released once your tenancy has expired and any deductions if applicable have been agreed.

There are obviously exceptions to all these comments and should you have any queries or wish to discuss your particular property in more detail, please contact us on 01227 765008 and we will always be happy to help you.

Please note: anyone who is staying at the property for the next academic term MUST still return their keys by 30th June 2012, whilst the property is unoccupied for July & August 2012.

RECOMMENDED COMPANIES FOR THE FOLLOWING:

CLEANING

Crystal Clean: Denise 07886731501

GARDENING.

General Garden Services: Peter 07814 863228

LOCKS AND SECURITY

APT Howfield: 01227 458999

There is also a full list of approved contractors of various trades available on our website www.iconnproperties.co.uk.

APPROXIMATE CLEANING SERVICES
COST LIST

<u>WHOLE PROPERTY</u>	Not including white goods <u>LIGHT CLEAN</u>	Includes white goods but not oven <u>DEEP CLEAN</u>
<u>FLAT</u>	£	£
1 BED FLAT	85.00	135.00
2 BED FLAT	105.00	155.00
3 BED FLAT	125.00	175.00
<u>HOUSE</u>		
1 BED HOUSE	95.00	145.00
2 BED HOUSE	145.00	195.00
3 BED HOUSE	195.00	245.00
4 BED HOUSE	245.00	295.00
5 BED HOUSE	295.00	345.00
<u>INDIVIDUAL ROOMS</u>		
BEDROOM	10.00	20.00
SITTING ROOM	15.00	25.00
COMMUNAL AREAS	10.00	20.00
UTILITY ROOM	10.00	20.00
CLOAK ROOM	15.00	25.00
BATHROOM	30.00	50.00
KITCHEN	50.00	70.00
<u>CARPETS - INDIVIDUAL CLEAN PER CARPET</u>		
SITTING ROOM	30.00	
BEDROOM	25.00	
BATHROOM	20.00	
COMMUNAL AREAS	45.00	INCLUDES HALL, STAIRS AND LANDING

WHITE GOODS - PER APPLIANCE

	£	£
OVEN & HOB	35.00	45.00
EXTRACTOR FAN	15.00	25.00
FRIDGE/FREEZER	15.00	25.00
FRIDGE	10.00	15.00
FREEZER	10.00	15.00
WASHING MACHINE	10.00	15.00
DISHWASHER	15.00	20.00

N.B: A Deep clean service for a whole house includes the cleaning of white goods but does not include the cleaning of the oven or hob. There is a separate cost for this service. Please see above.

A deep clean service includes the cleaning of the interior windows, frames and ledges but does not include the exterior.

APPROXIMATE CHANGE OF LOCK & KEY COST LOCKS

YALE/LATCH – NON BRANDED £57.50 PLUS VAT

YALE/LATCH – BRANDED £68.00 - £161.00 PLUS VAT

BARREL ONLY - £55.50 PLUS VAT

NON BRANDED MORTICE - £70.00 - £150.00 PLUS VAT

CHUB MORTICE - £90.00 - £165.00 PLUS VAT

GARRISON £73.00 PLUS VAT

UPVC DOOR LOCKS - £100.00 – 200.00 PLUS VAT

KEYS

YALE/LATCH KEYS – STARTING FROM £2.50 PER KEY PLUS VAT

CHUB MORTICE - STARTING FROM £5.00 PER KEY PLUS VAT

GARRISON - STARTING FROM £10.00 PER KEY PLUS VAT

**All prices are approximate and can vary depending on lock and key type.
All prices are subject to VAT.**