

Moving Out

Moving out of a property can be a stressful time, especially if you're already thinking about the next place you're going to be moving to. In this resource, we have set out some simple steps you can take to make this process as straightforward as possible

One month before

- Check your tenancy agreement for moving out and deposit return arrangements.
- Failing to do what the agreement says can result in delays getting your deposit back, or deductions.
- Make sure you know which deposit scheme is holding your money.
- Start thinking about recycling or donating usable items you don't need. Your SU may have info about local schemes or projects.

Two weeks before

- Start planning a cleaning rota with your housemates. Remember the kitchen and bathroom will take the most time!
- Consider arranging mail redirection.

Week before

- Re-check your inventory and arrange a check out inspection with your landlord/agent.
- Clean the property thoroughly.
- Notify utility companies of your move out date.

Move out day

- Remove all remaining rubbish from the property.
- Take photos of the property.
- Take meter readings and ask your utility companies for a final bill. You may need to send proof of payment to your landlord.
- Keep copies of all useful documents (emails with landlord, photos, tenancy agreement).
- Lock up and return the keys.

Two to four weeks after the end of the tenancy

- Have you heard from your landlord about your deposit? Write to them to request info if not.
- Don't agree with deductions? Try to negotiate with your landlord in writing using your tenancy agreement, the inventory, and your photos of the property at the beginning and end of the tenancy.
- If this doesn't work, you and your landlord can agree to refer the dispute to the deposit protection scheme.
- Read the information provided by your scheme about how to raise a dispute and what evidence is needed.
- Speak to your SU or local advice service if you need help with the process.
- If your deposit is not protected, seek advice on what to do

3 months after end of tenancy

- Deadline for raising a dispute with the tenancy deposit protection schemes.

What to do if you have a deposit dispute

- Write to your landlord if you don't get your deposit back within 2-4 weeks.
- Check your tenancy agreement to see what your landlord can deduct money for.
- This might include:
 - Unpaid rent (including arrears owed by other joint tenants)
 - Damage to the property (but not if this was caused by normal usage / fair wear and tear).
 - Replacement of missing items
 - Cleaning
- If you don't agree with some or all of the deductions, write and say why. Refer to your tenancy agreement and any photos, emails or other documents you have.
- If you can't resolve the dispute with your landlord, notify the deposit scheme and follow their instructions for raising a dispute.
- Read the scheme's online guide to disputes for info about what evidence to provide.
- Remember you have to raise a dispute within **three months** of the end of the tenancy.