We know that moving out of your student property can be a big job and often leaves us all wondering how we fit all of our things in our room, but this year brings new questions and challenges.

Whilst some of you may still be in your student property following lockdown guidance due to COVID-19, others may have returned home and are now planning on returning to Liverpool to clear your belongings. Whatever situation you find yourself in, our Moving Out Guide is here to help!

**My tenancy is ending and I need to collect my belongings, can I?**

On the 21st May 2020 the Government further amended the guidance for moving home and made it clear that people who wished to move home are now able to do so as long as the necessary public health guidance is followed. If your landlord or agency has not been in contact about a moving out procedure, it is recommended you contact them before attempting to collect your belongings. This will enable you to find out if there are any health and safety arrangements in place that could impact the date and time you wish to return. You may also want to speak to your housemates so you can arrange a rota, and ensure social distancing is maintained.

It is likely transport will be by car and there may be long journeys ahead. Motorway service stations continue to be open but please bear in mind that there may be limited outlets open for refreshments and comfort breaks.

**I have already moved out of my accommodations, but I have left behind some of my belongings I don’t know if I'm going to be able to return to collect them. What should I do?**

Your contract will likely require you to clean and clear the property by the end date specified; failure to comply could result in you facing charges from your deposit and/or lost belongings. If you are unsure of what your contract requires you to do, get in touch with [Guild Advice Team](#) who can review your contract and provide you support.

You may need to arrange for your belongings to be stored or sent to you. Friends, housemates or even your landlord may be able to help you with this. Your landlord should be sympathetic to your situation and may be flexible with cleaning and clearing charges. It is important to communicate with your landlord or agency so that you are clear on what will be needed. Again, if you need support with this, contact the Guild Advice Team.

If your property is empty and you have perishable food in your cupboards, fridge or freezer then it is important that you let your landlord know.

**My accommodation provider is pressuring me to travel back to my room to collect my belongings. What should I do?**
We recommend you contact your landlord or agency to explain your circumstances and try to negotiate an agreement around storing your belongings. There are a number of storage facilities in the city and you may be able to work with your landlord to facilitate a professional removal. This is likely to come at a cost but landlords should not make a profit from this and if you are charged, you should ask for a receipt. You should also be made aware of the full cost in writing before arrangements are made.

**Will I still be expected to clean my property?**

Normally, end of tenancy information will have been issued at the start of the tenancy either in your contact or as a separate information sheet. If you have not received this, it is recommended you contact your landlord or agency so you understand what is expected of you. In shared properties, it will be important for you to communicate with your housemates to decide how any required cleaning will be split and agree the timings for your visit to ensure social distancing is maintained.

If you are unable to clean the property due to personal circumstances, it is important you contact your landlord or agency to explain this. There may be an opportunity to agree on an alternative method of cleaning the property but this may come at a cost.

**I’m worried about my deposit**

By law, all Assured Shorthold tenancy deposits must be placed in a government-backed tenancy deposit scheme within 30 days of your landlord/agent receiving it. At the end of your tenancy, your landlord/letting agent should carry out an inspection on the property to determine whether any deductions should be made to your deposit. If you are still in the property or able to return, take pictures before you leave. If you are able to attend a check out appointment, this is beneficial. If you want to do this from a distance, ask your accommodation provider to facilitate via a video call.

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 disagree with a deduction from your deposit, you can dispute this. See our **Deposits** guide for more information.

**If you need more information about moving out, see our moving out guide.**