

OTHER THINGS TO REMEMBER

Mail;

Unipol does not forward mail or parcels. We will not collect and forward mail from the property or allow ex-tenants keys to collect mail from a property.

You need to instruct Royal Mail to redirect your post. Redirection is a cost-effective way of continuing to receive mail when you move home. You should still inform all correspondents of your change of address before you leave.

To obtain this service you can visit the Royal Mail website www.royalmail.com and fill in the on-line application form. Redirection takes one week to set up, so prepare in advance.

Disposing of your rubbish and waste;

Unipol do not want your old furniture, appliances or rubbish, so you need to think about how you are getting it out of the property. We will charge removal and tipping fees if you leave unwanted items and rubbish in the property.

Think about what you are going to do with your rubbish. What needs to be thrown away and what can be recycled or given to charity. If your bins are left overflowing or back yard is left full of rubbish, we will still pass the cost on to you for clearing this, so think ahead.

All the latest information, including a map of recycle points can be found on the Council website.

Bills - Gas, Electricity, Water, Telephone and Internet;

If you are responsible for your bills, you must advise the supply companies that you are leaving and take an accurate meter reading on the day you move out and close the account. You will then need to provide a forwarding address so they can send on the final bill.

If you do not inform your supplier and close your account, you could end up paying for the supply of the tenants moving in. If requested, Unipol have an obligation to pass on home addresses of previous occupants to supply companies.

CHECK LIST - WE WANT YOU TO GET YOUR DEPOSIT BACK

Use this as a tick off list to ensure you have completed all the necessary cleaning before you leave.

Your Bedroom

- Vacuumed Clean and Tidy
- Woodwork, skirting boards and window sills clean and wiped down
- All furniture is clean, empty and polished
- Your curtains are clean and hung properly (including the end stops)
- Heater/radiator is clean and working properly
- All rubbish has been removed
- All walls are clean and blu-tak removed

Kitchen

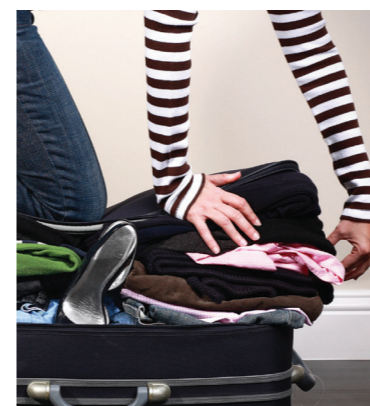
- Cooker, including the oven is clean inside and out
- The fridge is clean and freezer has been defrosted recently and cleaned (leave the door open in you switch it off to prevent mould and bad odours)
- All Kitchen cupboards have been cleaned inside and out
- Work surfaces are clean
- Floor covering is clean
- Wipe clean all paintwork, skirting boards and window sills
- Blinds/curtains are clean and hung properly

Bathroom

- The bath, shower, WC, basin and surrounding areas
- The floor covering is clean
- Blinds/curtains are clean and hung properly
- Wipe clean all paintwork, skirting boards, ledges and window sills

General - including cellars, halls, stairs and landings and outside

- All carpets have been vacuumed and dirty spots removed
- All rubbish has been removed
- The vacuum cleaner is empty
- All light bulbs are working (must be replaced if necessary)
- The cellar is empty
- The front and rear yard areas are clear (all rubbish must be removed)
- Wipe clean all paintwork, skirting boards and window sills
- All other communal areas (e.g lounge) have been fully cleaned



A Guide to Leaving your Property

Returning your keys and getting your deposit back

www.unipol.org.uk



RETURNING KEYS

Return on or before 2.00pm on the last day of your tenancy in the small brown envelope provided.

Do not pass your keys to the incoming tenants or leave them inside the property. Do not leave any belongings inside the property, as they will be disposed of.

The last day

The final day of the tenancy is stated on the 'Notice Requiring Possession' enclosed in this envelope. We are required to serve this notice to bring your current tenancy to an end. If you have already signed a new agreement to remain in this property, then this information can be disregarded. The 'Notice Requiring Possession' moves you on to the new contract.

Where should I return the key?

Leeds - Unipol Student Homes, 155/ 157 Woodhouse Lane, Leeds, LS2 3ED. When the office is closed, key envelopes can be posted through the letter box to the door on the left of the main entrance on Woodhouse Lane.

Mill Street, Mary Morris House, Grayson Heights tenants should return keys to the On-site Reception.

Nottingham - Unipol Student Homes, 28 Shakespeare Street, Nottingham, NG1 4FQ. When the office is closed, key envelopes can be posted through the letter box to the right of the main entrance.

Bradford - Unipol Student Homes, Richmond Building, University of Bradford, BD7 1DP

Doris Birdsall tenants should return keys to the onsite reception next to Flat 2

Posting keys back to us if you are in Leeds/Nottingham/Bradford;

Place your keys and fobs in a secure padded envelope and post by recorded or special delivery to the correct city address, so that you have proof of posting and insurance for your key.

Unipol have to receive the keys/fobs on or before the last day of the tenancy. Deductions will be made for late or not returned keys, even if they are "lost" in the post.

If a whole flat/house return keys early, we can process your deposit sooner.

THE DEPOSIT

If you are receiving a full refund, we aim to send out the end of tenancy statement within 10 working days after the official end date of the tenancy.

Your deposit can only be paid directly in to your bank account if you complete this secure online form now
www.unipol.org.uk/depositreturn

Otherwise, it is returned to you by cheque to the home address provided when you first signed for the property. The cheque will be made payable to you as we cannot make the cheque payable to anyone else.

Change of forwarding address - notify Unipol now

You need to notify Unipol 1 month before the end of your tenancy if your home address is different to when you originally became a tenant.

Update your forwarding address:
deposits@unipol.leeds.ac.uk

If deductions are proposed;

Where practicable, you will receive the full breakdown of the deductions and the end of tenancy statement

within 10 working days (after the official end date of your tenancy). This will include any part refund of the deposit not being deducted from.

What do Unipol deduct for?

Unipol will deduct money from deposits for ;

- outstanding debts (including any administrative charges or energy)
- cleaning and removing of rubbish or possessions
- carpet cleaning or replacement
- damage to the property
- missing or damaged items of furniture
- damage to decor above reasonable wear and tear for a year.

If the cost of returning the house to a proper condition is more than deposits held, Unipol will invoice tenants for the excess amount and this will be treated the same as any arrears. Whenever deductions are made from deposits, Unipol will levy an administration charge of £10.00 per tenant.

TDS guidelines

If you do not receive the full amount of your deposit back for any reason and you do not agree with the proposals, Deposit Protection Guidelines (TDS) require you to put your dispute to Unipol in writing within 20 working days.

THE INSPECTION

Unipol will carry out a final inspection once you have moved out. The result of this inspection will determine whether any deductions are to be made from your deposit. Housing Staff will check the whole property and external areas.

We will not be able to carry out inspections of individual rooms as tenants have a shared responsibility for communal areas. Unipol will try to ensure that damage is charged to the correct tenant. However, if we can't easily find out who is responsible for communal damage, all tenants will be charged.

A Unipol member of staff will be checking that:

- The furniture that should be in the property is in the property and that it is in good condition and is clean.
- The house is clean and this means that all the items on the tick list on the back page has been done
- You have not fitted door locks without our permission or damaged the integrity of fire doors.
- The vinyl floor coverings and carpets are in good condition and have not been removed, ripped, torn or are dirty and the curtains and blinds are clean and properly hung
- The decor of the property is in good condition, particularly that there is no blu-tac on the walls or damage caused by posters being removed.
- The cellar, front and back gardens are empty and that there is no rubbish or belongings anywhere in the property.
- The fridge freezer has been emptied, defrosted properly, switched off, cleaned out and the doors left open to prevent mould.

If you need advice about how to clean a particular area or the standard that is required, please contact your Housing Staff at Unipol. We are happy to advise you about any work that would be necessary to bring the property to the required standard.

WHAT YOU HAVE TO DO - THE CLEANING

Cleaning the property before returning it to Unipol is essential.

Unipol are not able to enter in to discussions with groups or individuals about whether it is fair or not. It is therefore important that you discuss with your co-tenants how you plan to clean the house before you all leave.

If some occupants are leaving a lot earlier than others, this needs to be planned. In some circumstances, you may have no alternative but to return as the tenancy ends to ensure the property is ok.

If you are on a joint tenancy, deductions can be made from any member of the household for the condition of the property. If you are on an individual tenancy, you are the only person liable for the condition of your bedroom.

All occupants however at the address are always equally responsible for the cleaning of the communal areas in the property including hallways, bathrooms, lounges, cellars, yards, and kitchens.



GETTING CLEANING HELP

The most common reason for tenants being charged is issues relating to carpets - either cleaning of carpets or in some cases, replacing them due to damage.

If you know your carpet or sofa needs cleaning due to excessive dirt or an accidental spill, you can use the services of our Approved Contractor, Rapid Dry. Contact Steve Smith on 0113 263 3876 or rapid.dry@btinternet.com

If you wish to get a full house clean done, contact Unipol who will be able to recommend an approved cleaning company.

Carpet damage and claiming on your insurance

If you think your carpet needs replacing due to melting, burning or a permanent stain, then you should inform Unipol now. Contact your Housing Management Officer and ask for a quote for the carpet replacement and then register a claim with Endsleigh Insurance.

It is in your interests to do this now, rather than leaving it to the end of the tenancy when making a claim could be more difficult.