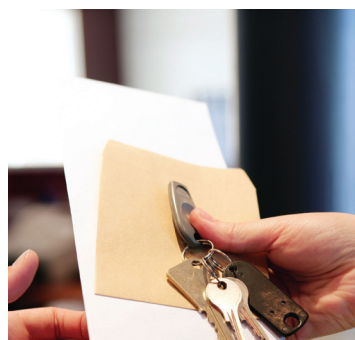


unipol housing

A Guide to Leaving your Property

Returning your keys and getting your deposit back



RETURNING KEYS

Return on or before 2:00pm on the last day of your tenancy

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 onto 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 on the door to the left of the main entrance on Woodhouse Lane.

Nottingham - Unipol Student Homes, 28 Shakespeare St, 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 - Doris Birdsall tenants should return keys to the on-site reception. If you are returning your key by post please send it to Unipol Student Homes, Richmond Building, University of Bradford, BD7 1DP.

Mill Street, Royal Park Road, Grayson Heights
Tenants should return keys to the on-site reception.

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 keys.

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.

Get your deposit processed sooner!

If you and all your housemates return keys early, we can inspect your property and 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 into your bank account if you complete this form
<https://www.unipolhousing.org.uk/deposit>

If you do not have a British bank account or if you would like to update your forwarding address please email us - deposits@unipol.leeds.org.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).

What do Unipol deduct for?

Unipol will deduct money from deposits for;

- outstanding debts (including any administrative charges or energy)
- cleaning and removal 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

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.

TDS guidelines

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

Nichola Verity, N.Verity@unipol.org.uk

THE INSPECTION

Unipol will carry out a final inspection once the whole household has moved out. We are unable to inspect a bedroom at the time as you all have shared responsibility for the communal areas.

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.

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 clean condition.
- The house is clean and this means that all the items on the tick list on the back page have 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 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 into discussions with groups or individuals about who should be doing the cleaning and 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 at the tenancy end 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 at the address, however, 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 rapid.dry@btinternet.com or **07939095403**

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.

www.unipolhousing.org.uk

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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 pass the cost onto you for clearing this, so think ahead.

All the latest information, including a map of recycle points can be found on your local Councils' 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.

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-tack 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 when 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 are clean
- 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