

Move-Out Guide

1. What is Moving Out?

In the UK, "moving out" refers to the process of ending a tenancy agreement and vacating the rental property. This includes paying outstanding fees, cleaning the property, and returning the keys to officially terminate the rental contract. For example, if your rental contract ends on February 1, 2025, you must complete all necessary preparations before this date.

2. Notify the Agency in Advance to Confirm Move-Out Date

Once you decide to move out, contact the agency as early as possible to schedule a Check-out Inventory. This ensures that you provide timely notice and make necessary move-out arrangements in accordance with the contract.

3. End of Tenancy Cleaning

End of tenancy cleaning is one of the most critical steps in the move-out process. The quality of cleaning directly impacts the amount of deposit refunded to the tenant.

Firstly, tenants should carefully plan the timing of their cleaning. Ideally, cleaning should be done 1-2 days before the contract end date. If a tenant moves out weeks before the contract ends, it is still best to schedule cleaning close to the official move-out date to prevent dust accumulation.

Secondly, it is highly recommended to hire professional cleaners or a cleaning company for the end-of-tenancy cleaning. Tenants can hire a professional UK cleaning service independently or request the landlord/agency to arrange one. Regardless of the choice, tenants are responsible for covering the cleaning costs. The cost varies depending on property type and cleaning duration (e.g., 1B, 2B, or Studio). Always keep the payment invoice. If the cleaning is deemed insufficient in the Check-out Inventory Report, tenants can use the invoice to request a re-clean.

To avoid deductions from the deposit, tenants must restore the property to its original condition. Referring to the Check-in Inventory report helps ensure that all required items are accounted for before the Check-out Inventory. If tenants fail to complete cleaning, the agency may deduct the cleaning costs from the deposit.

4. Check-out Inventory

After the tenant moves out, the agency will arrange for a third-party company to conduct a Check-out Inventory. This inspection includes evaluating the floors, walls, kitchen, appliances, and other household facilities for usage and damages. A Check-out Inventory Report will be sent via email within 3-7 working days for reference during the deposit refund process. Within the next 3-5 working days, the agency will assess deductions based on the report and provide a breakdown of the charges.

5. Return of Keys

Upon move-out, all property keys, access cards, or related items must be returned to prevent loss. Tenants can return the keys to the building concierge, Check-out Clerk, or the agency's office. Be sure to take photos and email the agency for documentation. Failure to return keys, or if no records exist with any party, the agency may deduct a portion of the deposit to cover the cost of changing locks for security reasons.

6. Finalizing Utility Bills

Tenants must settle all outstanding utility bills, including water, electricity, gas, and internet services, and close the corresponding accounts.

Move-out Document Checklist: Water, Electricity, Heating/Cooling, Wi-Fi, Council Tax, TV License.

Ensure all required documents are ready and upload final meter readings (water, heating/cooling, electricity) on the contract's end date. If the tenant moves out early or is not in the UK at the time of move-out, the Check-Out Inventory meter readings should be used for final settlement.

It is strongly advised to check utility subscription statuses at least a month before moving out and contact providers in advance to close accounts on the contract end date. The start and end dates of accounts must match the rental agreement. If any bills are missed or unpaid, tenants must settle them before move-out. After payment, keep receipts and email copies to the agency to avoid delays in deposit refunds.

Important: Meter readings must be recorded based on the contract's termination date, not the tenant's departure date. Similarly, the initial meter readings should be recorded at the start of the tenancy.

7. Deposit Refund

All UK rental agreements require a deposit, which is typically held by a third-party organization to protect both tenants and landlords.

After the third-party Check-out Inventory, the agency will compare the findings with the Check-in Report to assess property usage, wear and tear, and damages. If any damages are found, the agency will determine whether they are due to normal wear or tenant-caused damage. If classified as tenant damage, repair costs will be deducted from the deposit.

Once the move-out, cleaning, and inspections are complete, tenants can negotiate any disputed deductions with the agency. If no agreement is reached, tenants can file a dispute with the third-party deposit protection scheme.

Once all processes are completed, the deposit will be released from the third-party protection scheme and refunded to the tenant's designated bank account.

Typically, the deposit refund is processed within 24-48 hours (delays may occur during peak seasons). However, if there are unresolved disputes or outstanding bills, the refund will be postponed until all issues are resolved.

8. Other Important Notices

Strong Winds

During strong winds, windows and balcony doors in high-rise buildings must remain closed. If left open, tenants will be responsible for any resulting damages. If the building has a concierge service, tenants may receive email reminders.

Service Maintenance

Any maintenance service arranged by the building management team (e.g., HIU, FCU) requires tenant appointment scheduling. Tenants must cooperate with scheduling; otherwise, they may be

charged additional fees or experience disruptions in heating/cooling services. Tenants should register at the concierge desk for the latest property updates.

MVHR Filters

MVHR filters must be replaced at the start of each tenancy. If the previous tenant did not replace them, report this immediately to avoid additional maintenance costs. The MVHR system should always remain on.

Drainage System

Tenants must ensure that all drainage systems (showers, sinks, and kitchen drains) remain clear. Avoid disposing of food waste, hair, or other debris in drains. Regular inspections and cleaning are advised.

Repairs & Maintenance

Some minor repairs, such as changing light bulbs or smoke detector batteries, are the tenant's responsibility. However, if uncertain, tenants should not attempt repairs themselves to avoid causing further damage. For any necessary repairs, notify the agency promptly.

Pets

Tenants must obtain permission from both the landlord and property management before keeping pets.

Noise Complaints & Anti-Social Behavior

Tenants are responsible for their behavior and must not cause noise disturbances, use illegal substances, or engage in antisocial behavior. Any violations may result in legal consequences.