

Giving Notice

Check your Tenancy Agreement, you may need to give one- or two-months' notice of your intention to vacate the property, but this notice must be in line with the terms of your tenancy. Please call your Property Manager if you are unsure of the correct dates.

End of tenancy form

Once we have received notice, we will send a form to be completed by all tenants as shown on the Tenancy Agreement and returned to us. This form will ask for your forwarding address and bank details, along with information on the utility suppliers in the property. Please be aware that failure to return the completed form may delay the return of your deposit.

Cleaning

We would like your deposit return to be swift and would like to end your tenancy on a happy note. With this in mind, it is useful to know, cleaning is the most common reason for delays with deposit returns. Reading your original inventory can help ensure that you are returning the property to the same level of cleanliness. If you cannot find your copy of the inventory, then please contact your landlord who can forward a copy.

Do not forget that you may have special clauses within your Tenancy Agreement that require further services i.e. fumigation, chimney sweeping, and carpet cleaning.

Should the property require professional cleaning and you wish to use a contractor known to Frost's please find their details below. They will be able to provide you with a quote for the cleaning required. It remains the tenants responsibility to ensure that the cleaning is to an acceptable standard however this will minimise any potential cleaning issues during the deposit return.

Abbey Cleaning - Kelly Turner - 07786 964008

Techne – 07398 223 552

Harpenden Cleaning (Carpet Cleaning Specialist) - Grant Hollier - 07870 946269 / 07779 657707

If you are required to have the property fumigated as part of the Tenancy Agreement, Frost's pest controller details are below:

Attack Pest Control – Ash Girle – 07525 855 489

If you decide to carry out cleaning yourself and the property had previously been professionally cleaned the landlord would be within their right to request that the property be professionally cleaned at your expense from the deposit. This includes instances where tenants hire cleaning equipment to carry out the cleaning or carpets or upholstery themselves as this may not clean to the same standard as at the commencement of the tenancy.

Garden

If there is a garden with your property please ensure it is in seasonal, tidy condition as per the original inventory. Should you prefer to use a gardener to ensure that the garden is left in the correct manner, you may contact any of the following contractors known to Frost's:

Little Green Bag Company - Alan Sweeney - 07900 345413

Kevin Schmid Landscape Gardener- Kevin Schmid - 07913 673134

Domestic and recycling waste

Please ensure that any bins are placed in the correct position for council collection.

Changes to the property

During your tenancy, if your landlord has given permission for you to make any temporary alterations to the property you will need to ensure that they are returned as at the start of the tenancy.

Standing order cancellation

Moving is an expensive time for you so to ensure that you don't have any unexpected outgoings, please cancel any planned rental payments with your bank once the last month's rent has been paid. We are unable to cancel a standing order as this is an instruction between you and your bank. We will refund any accidental payments the first month and remind you to cancel your standing order, however, a charge may apply if the standing order still has not been cancelled in the following months.

Utility Accounts

As at the start of your tenancy, only the account holder can close a utility or council tax account. For services such as gas, electricity and water (if metered), you will need to have your final meter readings to hand. The service provider will require your forwarding address so that they can send you a final bill.

Key return

The process at the end of the tenancy is for you to return all keys, alarm fobs, gate remotes and any parking permits that were signed over to you at the beginning of or during your Tenancy to Frost's or your landlord before 5.30pm on your vacating date.

Please note that once you have surrendered the keys to the property you will have no legal right to re-enter the property.

Check out

Upon receipt of your notice we will write to you and advise you of the checkout procedure. The checkout usually takes place the working day after the last day of your tenancy and the inventory company will invite you to attend. We strongly recommend that you take time to be present as the report created on this visit forms part of your deposit negotiation.

Prior to the checkout it is your responsibility to ensure that the property is returned to the same condition as at the commencement of your tenancy with particular reference to both cleanliness and condition.

Mail redirection

As the property may be empty between occupiers please arrange redirection of your mail. We are required to 'return to sender' any post delivered to the property after you vacate.

Deposit return

If your deposit is registered by Frost's only.

Frost's are members of MyDeposits and during the deposit return process we act as an impartial party to ensure the process is fair. Deposits cannot be returned prior to the end of the Tenancy or agreement from both parties.

We would like you to understand that during the process of deposit negotiation we relay relevant information between both you and your landlord for consideration.

Once the checkout report has been received, a copy is sent to you and the landlord. Your landlord is asked to look through the report and advise you of any potential claims they wish to make based on the content of the report.

If your landlord wishes to propose deductions, these will be sent to you and you will be asked to respond in writing. Any amount which is 'undisputed' will be returned to you. Any amounts being claimed, will be held while in negotiations.

A deposit return will not be considered if any rent is outstanding at the end of your tenancy.

All tenants will need to confirm their agreement to a deposit return.

We are regulated agents under the Tenancy Deposit Solutions trading as MyDeposits.

Further information for tenants can be found at <http://www.mydeposits.co.uk/tenants/guides>

If, at the end of your tenancy, the amount due for dilapidations and any arrears of rent is greater than the amount of the deposit held, this may be pursued along with the costs incurred in collecting this money.

Please Note: in the case of a dispute arising between landlord and tenant, we cannot release the disputed monies until the matter is resolved.

Once the deposit return has been finalised it will be returned to the bank details as provided on your End of Tenancy form, which you will have completed and returned previously.

Winter Vacation

If you are vacating the property in the winter season, please leave the heating on a low setting, we would recommend between 15c-17c.

Thank you for renting with Frost's.

my|deposits.co.uk