

GET YOUR DEPOSIT BACK

Top tips for keeping your property in a good condition

Accidents can happen. Here's what you should do when you move into your property to avoid any problems with your landlord or letting agent.

**1** Make sure you read your check-in inventory

Read your check-in inventory carefully. If you see any problems or damages make sure it's included, no matter how small it seems. Speak to your landlord or agent about it and send them an email.

Why? Damage is a common cause of dispute and can mean deductions from your deposit. A detailed check-in inventory report with a list of the contents and the condition and cleanliness helps you judge any damage when you move out.

2 Avoid smoking in the property

Most, if not all, tenancy agreements now ban 'smoking' in the property. Accept that there may be deductions from your deposit for smoke damage and smells.

Why? If there are any signs or smells of smoking left in the property, this can be classed as damage, and you may be responsible for a deposit deduction to repair any material damage and remove any smells. These costs can be substantial.

**3** Own up to any damage that you cause

If you break something, report it in writing. If you repair the damage or replace anything yourself, keep the receipt and get permission from the landlord or agent.

Why? The property belongs to the landlord and you shouldn't alter any of it or throw anything away, that isn't yours, without permission. Even if the item is as small as a broken kettle.



TOP TIP Report and deal with any damage when it happens rather than waiting until the end of the tenancy. It helps stop the problem getting any worse.

4

Treat the property with respect

Look after your landlord's property and contents as well as your own belongings.

Why? If you treat the property well, it should be a win-win situation for you and your landlord or agent, with no disagreement when you move out. Any normal use and aging of the property and contents (fair wear and tear) is not your responsibility but if the damage is over and above what is reasonable, then you might face a deduction from your deposit.



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Checking out of the property

When you move out, have a read of the check-in report and inventory from when you moved in. Make sure you leave everything in the same condition. Try to attend the check-out inspection. If you can't, you can take your own photographs of any problems, and make sure they are digitally dated.

Why? If you have correctly checked the inventory at the start of the tenancy, you will be able to compare the report with the check-out report.

TOP TIP

Clearly explain your reasons if you disagree with any proposed deduction for cleaning from your landlord or agent. Try to compromise to resolve the matter as early as possible.

TENANCY DEPOSIT PROTECTION

Did you know that by law your tenancy deposit money must be protected? There are three authorised schemes which your landlord can use. Be sure to check that your landlord is protecting your deposit and has let you have proof of protection, for example, mydeposits provides a Deposit Protection Certificate which should be passed on to you.

Contacting mydeposits



www.mydeposits.co.uk



0333 321 9401



info@mydeposits.co.uk

Authorised by

