

H2L

GUIDE TO MOVING OUT

WHERE H2L IS MANAGING THE PROPERTY
ON BEHALF OF THE LANDLORD



Version 0209

This Guide is made available when you apply to rent a property and again when you indicate to us that you're thinking of giving notice to quit. It is also available at any time during your tenancy, upon request.

We'd like your Move Out to be as relaxed and efficient as possible, so we've prepared some guidance notes to help make things go smoothly.

Once we've received your written Notice (either by letter or by E mail) we will confirm to you your last day in the property.

We will also arrange with you access for viewings, as your Landlord will probably want to re-let the property as soon as you've left. By law we can give you 24 hours written Notice to conduct viewings, but we hope that it won't have to come to that.

All our viewings are accompanied, and we're happy to call you in advance, arrange specific days or times that are convenient to you, or to just do Saturdays, for example.

We'll sometimes arrange for a To Let board to be erected and your property will be advertised on our web sites.

If anyone does knock your door, asking to view, just politely say it's not convenient, and give him or her our number. We'll handle any viewings requests.

Nearer the time we will call you to arrange your "Move Out" appointment. This is where we meet you at the property and formally take the property back from you.

This is where you leave the property as you found it, and hand all the keys back to us. We recommend that you defrost any fridges and freezers, unplug them and leave the doors slightly ajar. Please ensure that any ovens, grills, cookers etc. are clean and that the property has been left clean and tidy.

Please try not to leave "on the day" of your Move Out appointment as this can make things very stressful and mean that you may not have enough time to make the property ready to hand back to us.

As you will have had at least 4 weeks to get ready to move out, we do recommend that you start planning your move sooner rather than later.

Its at this point, when your Move Out appointment has been booked, that you can now start preparing any removal vans, car or van hire, friends to help you move etc.

If you're not sure of the exact time to book your Move Out appointment, that's OK. We'll make a provisional note in the calendar of the date you're moving out, and we'll need you to confirm a time in nearer that date.

Please note that certain times are busy, particularly around the very end or very beginning of the month, so if you'd like a particular Move Out appointment, for example, 9.30am on a Saturday, be sure to book it sooner rather than later.

We will offer you a Move Out appointment Monday – Friday 9am to 5.30pm or Saturday 9am to 3pm. Any other times around these go very quickly and we cannot always guarantee you late evening or Sundays.

Your Move Out appointment is **always** at the property you're moving out of and **never** at our offices.

At the Move Out appointment, we'll need to complete some paperwork with you. It takes about **10 to 20 minutes** to go through everything, provided you have moved all your possessions out, cleaned and are ready to hand the property back to us:

At the property we will:

- conduct a full inspection, where we will ask you to point out any damage or defects
- take final meter readings for gas and electricity, and water if there is a water meter
- ask you to provide us with your new forwarding address so we can send on your final utility bills etc. and your Deposit
- ask you for your Bank details so we can give you back your deposit (less any agreed deductions) within 10 working days of your Move Out appointment.

Please ensure that you cancel your Standing Order with your Bank or Building Society after we have received your last month's Rental payment. We are unable to cancel this for you.

Your Bank or Building Society "sends" us the funds; we don't "collect" them like a Direct Debit. We cannot be held responsible for any payments sent to us after you have moved out, or any fees incurred by you for not cancelling your Standing Order.

Because we'll need to check your property when its empty, we very kindly ask that if you're meeting us at the property with a removal van and removal people, that you meet us after they have moved your personal effects out, just to ensure that our checks are correct. We can't do a proper move out check if your possessions are still in the property.

We advise that just you (or your partner if you're both on the tenancy agreement) attend the property to hand keys back to us.

The most important thing about your Move Out appointment is to ensure you're on time. If you're delayed, regretfully we can only wait at the property ten minutes, we will need you to re-book the appointment if you're delayed or stuck in traffic. Saturdays are often our busiest day with up to ten or twelve appointments, so please be on time or let us know if you are running late so we can re-schedule.

If you have any questions on your Move Out appointment, please feel free to ask.

Once you've handed keys back to us, we will process your Move Out details. We will contact the **Gas** (if Gas is supplied to your property), **Electricity, Water** and **Council Tax** on your behalf, giving them your final dates, any final readings and your new address.

We cannot contact BT, SKY or any cable companies on your behalf to tell them you've moved out. If you had fixed telephone lines, broadband or cable you need to contact the companies directly. They won't talk to us for Data Protection reasons.

It takes between three days and two weeks for the utilities companies to send your final bills to your forwarding address.

Of course, we don't mind you contacting them either to let them know you've moved out. Better they know twice than not at all!

Please make sure that you advise anyone who writes to you of your forwarding address. Once you have left the property, regretfully, we cannot retrieve any items of mail so we very strongly recommend that you set up a Royal Mail Redirection just to make sure that you receive all your mail.

We don't offer a mail holding service, and we cannot forward any mail to your new address, because of the number of properties that we manage.

We hope that we won't have to make any deductions from your Deposit. If we do, we will discuss problems with you first, and agree any deductions fully. We will return any balance by paying straight into your bank account within 10 working days of your Move Out appointment.

If there are any issues, we always give you a reasonable opportunity to put things right before we instruct Contractors to do it. Please be aware though, that external contractors do charge for their work and we won't have time to look around or the cheapest quote. It's always best for the property to be handed back as it was found to avoid unnecessary deductions and any delay in returning your Deposit to you.

Common deductions are for carpet cleaning, oven cleaning or general cleaning, like kitchens or bathrooms, particularly, toilets and showers. Please also make sure that shower screens are cleaned and that if there is a shower curtain, you either wash it and re-hang it or buy a new one. We really don't like making any deductions at all if we can help it so its down to how you decide to leave the property. Please bear in mind that we will only deduct an Exit fee from your Deposit if we have to make any deductions for cleaning, replacing or removing items.

Sometimes there are deductions for burn marks, wax or stains on carpets.

People also sometimes leave unwanted items of furniture at properties "in case the next tenant wants them". If you leave any of your items in the property, we will ask you to remove them, and if you can't or won't, then we will instruct a Contractor to remove them at your cost.

Of course, we're happy for you to sell any personal items to new tenants if you want to, and we're happy to put you in touch with people after viewings or mention items to them.

We will always be fair, and will always try to resolve any issues prior to you leaving. We don't like making deductions from Deposits and will do everything possible to ensure that we help you in your last month.

Remember, if you have any other questions or concerns, please get in touch.

We're here to help.

HOW TO CONTACT US

Because of the nature of our work, where we are often at landlord's or other tenant's properties, helping them with issues, please help us to help you by always leaving just one voicemail if ever you get through to our voicemail system. We promise to call you back as soon as we can.

If you do call, and there is no answer, we're either away from our desks or on another call, so please just leave one voicemail. *There's no need to call more than once. We will always, always call you back as soon as we finish the call we're on or when we get back to our desk.*

CLIENT SERVICES TEAM

Monday to Friday **9am to 5.30pm**
Saturdays **9am to 3pm**



By phone **0845 302 2850**



By fax **0845 203 6336**



By email **client.services@H2L.co.uk**



By text **Text "H2L", leave a space, then your message to 60777.**



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