



Guidelines for Ending a Tenancy

In accordance with your tenancy agreement, we ask all tenants to check out by noon on the end date of your tenancy. If you think you will be unable to meet this deadline, please contact us to discuss whether alternative arrangements can be made. You can vacate your accommodation earlier if preferred, but please be aware that you will still have to pay for any rent due until the end of your tenancy.

Cleaning & Clearing

To avoid deductions from your deposit for cleaning, please ensure the accommodation is returned clean and ready for a new tenant. A checklist will be provided towards the end of your tenancy. Tenants in single study bedrooms who use a shared kitchen need to ensure that their allotted kitchen cupboard and fridge/freezer shelf are clear and clean. Please do not leave items in your room or flat for future tenants to use. Please either take your belongings with you, arrange to hand them to another student in person before you go, or dispose of them responsibly.

Things to remember

- Furniture, electrical items or medical supplies cannot be disposed of in the accommodation bins. If you need help finding a method of disposal, please speak to the Site Assistant.
- If you abandon or discard any of your possessions in your accommodation or on the accommodation site, there will be a charge for the removal.
- Please return all parking permits to the accommodation office as they will not be valid once you have vacated your accommodation.
- Any mail received by the accommodation office on site after you have vacated will be returned to the sender. We recommend that you arrange for your mail to be redirected. To find out how to do this, please visit: www.royalmail.com/personal/receiving-mail/redirection
- We can provide references for a future landlord or letting agency. You must email the accommodation office and give permission for us to release information about your tenancy to a third party.

Checking out of your accommodation

Returning Keys

You will receive an email close to your tenancy end date to confirm arrangements for the return of your keys. If you will be vacating earlier than your tenancy end date, please contact the Accommodation Office so that we can confirm arrangements for the return of your keys.

If in doubt please leave your keys in the room.

Final Inspection

Once you have vacated the accommodation and returned the keys, the Accommodation team will conduct a final inspection of the property. During this inspection they will: Check the state of the accommodation to ensure it has been left clean, tidy and free of damage. You may be charged for cleaning or damage (a range of typical charges are listed). Take photographs of any damage or additional cleaning required, that can be provided on request. Complete a check-out form recording any damage to the accommodation which is not listed on the inventory and any cleaning required to prepare the accommodation for the next tenant moving in. This check-out form will then be passed to the Finance team, so that they can process your deposit refund (minus any charges).

Deposit Refund

In accordance with your tenancy agreement, your deposit will be returned to you, minus any deductions (charges including additional cleaning or damage). This will be refunded through the DPS platform. We aim to make this payment within 2 weeks of the end of your tenancy.

Typical cost sheet

- GENERAL CLEANING (HOURLY RATE) £30 per hour
- CARPET/VINYL CLEAN £50 to £100, depending on area
- RUBBISH CLEARANCE £5 per bag
- SMOKE CONTAMINATION £200-£300
- REPAINTING PER WALL £50
- REPLACEMENT FURNITURE £25 to £400 depending on item
- MATTRESS REPLACEMENT £180
- DAMAGE TO DOOR/REPLACEMENT £15 to £300
- DAMAGE TO LOCK £20 to £150
- DAMAGE TO WINDOW £20 to £300
- REPLACEMENT KITCHEN APPLIANCE £50 - £400
- SHOWER APPLIANCES £150
- REPLACEMENT KITCHEN WORKTOP £300 - £500