

# Letting Standard

## Moving On



**PLEASE READ THIS LEAFLET THOROUGHLY** as it tells you about the condition we expect your home to be in when you move out. We would like you to leave it as you would wish to find it if you were moving in. Listed below are examples of the things that we may charge you for if the property is not left in a clean and reasonable state of repair when you leave.

- Removal of any external and internal rubbish (including the loft), floor coverings or appliances such as cookers, fridges and washing machines which may have been left behind
- Removal of any alterations we have not agreed to or we have asked you to remove, and the replacement of any defective or non-standard fittings that you have put in.
- Making good any damage done to the property and garden.
- The cost of treatment of any infestation, for example from pet fleas
- Cleaning or redecoration to the house.
- Removal of sheds/outhouses/greenhouses not the property of CHS or not left with CHS's agreement.

### DECORATION

- All woodwork should be cleaned thoroughly and with no significant marks, and re-painted if necessary (e.g. if stained or damaged)
- Painted walls should be clean, smooth, without holes, dents, significant marks, picture nails and hooks. Paint colour should be the same all over, ideally in light neutral colours with minimum texture.
- Ceilings should be painted white, clean, with no holes or marks.
- Wallpaper should be clean, properly fitted, free from rips, scratches and stains.

### GAS AND ELECTRICAL FITTINGS

- If you have put in your own electrical fittings (e.g. lights, shower) you will need to show us a certificate from a qualified electrician to confirm the changes are safe. If we need to have them checked and/or removed, we will charge you for this.
- If you have removed your fittings, you must replace them with standard fittings and make good any damage to decoration etc.
- If you provided your own gas fires, they must be removed and the gas supply capped off below floor level by a Gas Safe qualified fitter. You must give us a copy of the Gas Safety Record to show that this has been done by a qualified person.



### KITCHENS

- Kitchen units should match, with all parts in place, properly fixed and in good working order without holes, chips and cuts.
- Work tops should be in good condition with no significant damage. Tiling should be clean, not loose or damaged, with a good silicone seal between tiling and worktop.
- Electric cookers should be disconnected and removed by a qualified person with the wiring to the cooker socket made good. Gas cookers should be disconnected and capped by a Gas Safe qualified person and removed.

## BATHROOMS

- All sanitary wear and toilet seats should be in good, clean, working condition with no significant chips or stains.
- Where electric showers are left behind, they should be in good working order; if we have to test and/or remove them, we will charge you for this (see electrical fittings).

## FLOORS AND FLOOR COVERINGS

- If we agree that you can leave carpets or other flooring behind, it must be in very good condition, and suitable for the location; for example, we do not allow laminated flooring in kitchens and bathrooms. If carpets are taken up, underlay and gripper rods should be removed. Floors should be left in a clean condition, with no nails, screws or rough edges.
- All other flooring should be clean and in good condition

## DOORS

- All doors should be in good condition - free of holes, dents, cracks and with fully working handles, latches, hinges and catches. For External doors all sets of keys must be returned to us, each key should be labelled showing which lock it fits. Internal doors must be re-fitted properly where they have been removed. Cat flaps should be removed and fully reinstated.

## FITTED WARDROBES, SHELVES, CUPBOARDS ETC.

- If in good condition, and we agree, these can be left behind for the new tenant. If we ask you to remove them, you must repair any damage to walls, floors, ceilings and decorate as necessary.

## STRUCTURAL ALTERATIONS

- If permission was granted for the work, it is in good condition, and we agree, these can usually be left in place. Large structures, such as conservatories, can only be left in place if properly installed, in good condition, and the new tenant agrees to take responsibility for future maintenance and removal, if necessary.

## GARDENS

- Gardens should be tidy, with grass cut short, hedges and trees trimmed and free from rubbish, rubble and animal waste. Ponds must be filled in, greenhouses and other structures removed unless otherwise agreed by us. All council-supplied bins and recycling containers should be emptied and left at the property. We will charge you if we need to replace these.

## GIFTING

- If you want to leave alterations to your home made with our permission, such as non-standard fencing, sheds etc. You need to agree with us a list of items to be gifted, we will both sign a list of these items.

Tenants who are moving home can find further information, including a useful end of tenancy checklist, in section 9 of their **Tenancy Handbook - 'Moving on'**.

You can also contact us by:-

**Phone: 0300 111 3555**

**Fax: 0300 111 355**

**Email: [help@chsgroup.org.uk](mailto:help@chsgroup.org.uk)**

**Minicom: 01223 71378**

