

LEAVING YOUR PROPERTY

What you need to do



We are committed to providing a professional and friendly service that invests in your future



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Things to do now

A bit of preparation before you pack up and leave will make everything go smoothly.

- **Post** will not be forwarded on, so you either need to advise those who need to know your new address, or get it redirected (see postoffice.co.uk/redirection)
- **Utility bills** need to be sorted out. See Bills section below.

- **Get rid of rubbish** in advance, rather than attempting to cram it all into the wheelie bin as you leave. The council won't take excess rubbish for free, and neither will we.
- **Report any repairs** as any damage resulting from an unreported repair will lead to charges.
- **Team up** with housemates and plan who will do what in advance. Leaving all the cleaning to the last person to leave is not polite.

Bills

- **Tell your suppliers a few weeks in advance of the move.** The best way to do this is usually to visit their website and complete an online form. Make sure you have meter readings and your forwarding address handy.
- When advising the company that you are moving, they will probably ask if you know who the new occupier will be.
Please don't say Oxford Brookes University!* We will not be responsible for bills after your contract ends: the property owner/ the new tenants will.
- Establish how you are going to apportion the costs among housemates.

* Unless you live at:

- 98 St Clements Street,
- 188 Headington Road,
- Hilltop House or
- College Close

we own these properties, so we will be responsible.

Utilities checklist:

- Electric
- Gas
- Telephone/ broadband
- Water

Cleaning

The table below gives a rough idea of likely costs for specific cleaning tasks, although charges will vary according to severity. If we need to employ cleaners, the minimum charge will be £25.

Kitchen clean	£72
Carpet clean	£48
Bathroom clean	£48
Vacuum and dust	£25
Paintwork wash	£25

Rubbish removal	£12
Clean/tidy bins	£12
Clean windows (inside)	£12
Mattress clean	£12
Descal shower head	£6

Tips

Unfortunately, we often end up charging for some quite obvious things, most commonly:

- Toilets/bathrooms covered in limescale. If you haven't been regularly cleaning these through the year, it will take you ages to properly clean this off. Using the right cleaning agent will make it much easier.
- Oven cleaning. Again, if you haven't kept on top of this, it is going to take a long time. Using the right cleaning products will make it easier.
- Window cleaning. If you haven't been wiping away condensation all year, you will probably have a lot of cleaning to do around windows.
- Wall/door cleaning. Remove any bits of Blu-Tack, wash down kitchen tiles, glass and glossed paintwork like doors, door frames and bannisters.
- Remove all rubbish from the property and garden.
- Vacuum and dust. The basics of housework, often overlooked. Don't forget high things like the tops of wardrobes.

Keys

If your keys do not reach the Accommodation Bureau by 3pm on the day your contract ends, you will be charged.

Charges are likely to be in the region of £75.

How do I return the keys?

You should have a tag to put on your keys, so we know where they are for.

The best way to return keys is to deliver them in person to the Accommodation Bureau, and collect a receipt.

If you really can't return them in person, send them recorded delivery in a strong padded envelope, posted early enough to arrive by the deadline.

Tip: Don't rely on other people to hand your keys in for you! The only way to be sure is to do it yourself.

Why so strict?

In most cases we are contractually obliged to provide 'vacant possession' immediately after your tenancy ends. If we don't have your keys, we can't legally call the property vacant. This means we will have to change the locks and recharge the costs to you.

I am renting the same property next year

Even if you are renting the same property next year, keys must still be returned to the Accommodation Bureau. Your tenancy agreement has fixed dates and does not cover the period between one ending and the next beginning.

Things to do as you leave

It's easy to forget some basic things when moving out. **Here's a last-minute checklist before you leave:**

- Check everything is clean from top to bottom, lampshades to skirting boards. Including the insides of windows and behind furniture
- Check all furniture is back in its original place
- Check all windows and doors are locked and secure
- If you have a gas boiler, make sure it is switched off and not timed to come on
- Switch off any electrical appliances
- Take meter readings for settling your utility accounts
- Check the fridge/freezer is empty, clean and defrosted. Leave the door open to prevent mould
- Leave some bleach in the toilet. This will stop limescale
- Empty the vacuum cleaner and any bins
- Check the external bins are neat and ready for collection
- Take a last walk through the property. Try to look at it from the perspective of someone first moving in
- Say goodbye to the house
- Return your keys

Don't get recharged

At the end of your tenancy, if the University incurs costs for something you could have avoided, you can be charged.

Here's the top five things we most often recharge for:

- 1. Cleaning** Your property should be returned in such a state that it could immediately be let to the next tenants. Think about how you would feel if it was you moving into the property for the first time. Would a greasy oven and dust under the bed be acceptable?
- 2. Keys** Not returning your keys on time is expensive: you will be charged for a locksmith, a new lock and an administration charge.
- 3. Damages** Anything damaged beyond reasonable 'wear and tear' can be charged for.
- 4. Decorating** Having to repaint walls to cover marks where posters used to be is most common.
- 5. Rubbish removal** All those things that have accumulated in your house and garden over the last year will need to go with you or be properly disposed of. Also, beware of leaving things you think the next tenants might appreciate – you could be charged for their removal.

Note that if you are recharged, it can take around eight weeks to notify you as we need to come to an agreement with the property owner. Once you are notified, you will have a limited time to make any appeal.

Goodbye...

We hope you have enjoyed your stay and wish you good luck in the future.

If you have any questions or suggestions, please let us know.