

# MOVE-OUT GUIDE:- DPS

## Getting Organised

Advise friends & family, your bank and Utility Companies of your change in address. After the last day of your tenancy, you will not be able to gain access to the property to collect post. Call the Royal Mail on 0845 774 0740 to take advantage of their re-direction services as we will not be able to forward you your post.

Contact homes4u Property Management team before the end of your tenancy to arrange your move-out:

- The handover of all of the keys (inc. back door, window, alarm etc)
- The final outgoing inventory inspection.

**Property Maintenance:**  
**Deposit enquiries:**

**0161 448 4800**  
**0161 448 4802**

[property.management@homes4u.co.uk](mailto:property.management@homes4u.co.uk)  
[deposit.returns@homes4u.co.uk](mailto:deposit.returns@homes4u.co.uk)  
**414 Wilmslow Road, Manchester M20 3BW**

## Final rent payment

Your deposit **cannot** be used as your last months rent payment, please ensure that your account is up to date. If you have any questions please contact our property accounts department on 0161 448 4802

## The Big Move

Take final meter readings for gas, electricity and water (where applicable), and notify the provider. Request final bills to be sent to your new address. You remain liable for your utility accounts until the end of your tenancy.

The property should be cleaned **very thoroughly** and all your personal belongings removed including any cleaning products and toiletries. Pay particular attention to the oven, hob, grill, the stairs, under the furniture, skirting boards, windows, bathrooms and appliances. You should ensure all bulbs/spotlights are working, if any bulbs/spotlights require replacing the cost of this will be charged to you, the tenants.

Please defrost fridge and freezer. **Do not** turn the fridge/freezer off unless you can ensure both fridge and freezer doors will remain propped open.

**If the property is not left in a clean condition, professional cleaners will be instructed to bring the property back up to a clean standard. The cost for this will be charged to you, the tenants.**

Please check through the inventory which was prepared at the beginning of your tenancy to make certain the property is in the same condition. This will help to ensure the refund of your full deposit, as the property will be judged against it. If you would like a copy of your inventory please contact the maintenance team before the end of your tenancy.

Make sure that all taps are turned off; basins, sinks and baths are unplugged and that all food stuffs are removed from the property. Turn off the heating unless you are moving out between November and March. During these months please leave the heating on a timer for two hours per day and the thermostat set to 14 degrees celsius.

Ensure the front and back doors are locked correctly and that all windows are closed (and locked if applicable). If there are any defects with the locks or if you have changed the alarm code, advise us immediately in order to save yourself the cost of any repairs.

Keys must be returned to and signed for by homes4u Property Management Department personnel before 12.00 noon on the termination date. Any keys posted through doors or sent by postal service may not be recognised as having been returned. You may be charged costs if any keys are missing, and/or if keys are not returned by the termination date before 12.00 noon.

## After Your Move

The property will be inspected by a member of our property management team once you have vacated the property and the inspection results will be emailed to the lead tenant.

If the property is found not to be in the same condition from the start of your tenancy there will be charges placed on your deposit. You will be notified of the work required and the charges applied.

Before the deposit is refunded, you need to provide us with your final meter readings for your electric, water and gas (if applicable) If you do not have access to obtain these readings your need to make arrangements prior to your move-out to obtain these (e.g. with the building managers, concierge) Please see overleaf for the required information.

## UTILITY ACCOUNT MANAGEMENT

**Only return this form along with a complete deposit refund form after the tenancy has expired. Tenants are responsible for all utilities and council tax, up to and including the final date of the tenancy. Incomplete forms will NOT be accepted and you will have to return your final utility bills to claim your deposit back.**

### Property Address:

[ ]

#### (A) – WATER SUPPLY – United Utilities

Account holder name:

[ ]

Account No:

[ ]

Is your water bill metered  (only tick if applicable)

Water Reading: [ ] (if applicable)

Date Reading Taken: [ ] (if applicable)

Meter Serial No: [ ] (if applicable)

#### (B) – ELECTRICITY SUPPLY

Account holder name:

[ ]

Current Supplier: [ ]

Account No: [ ]

Is it a PREPAYMENT meter?  [only tick if applicable]

Meter Serial No: [ ]

Date Reading Taken: [ ]

Electricity Reading: [ ]

**OR** where there are 2 readings on meter

1) Low: [ ]

2) Normal: [ ]

#### (C) – GAS SUPPLY (IF APPLICABLE)

Account holder name:

[ ]

Current Gas Supplier:

[ ]

Account No: [ ]

Is it a PREPAYMENT meter?  [only tick if applicable]

Meter Serial No: [ ]

Gas Reading: [ ]

Date Reading Taken: [ ]

#### (D) – COUNCIL TAX

Please attach confirmation that your council tax account for the above property is closed up to the end of your tenancy and any outstanding amounts have been transferred to your new account.

#### **STUDENTS**

**Please attach your exemption certificate or forward an email to [deposit.returns@homes4u.co.uk](mailto:deposit.returns@homes4u.co.uk) from the council confirming they are aware you are exempt from paying council tax.**

Council tax enquiries [ctax.enquiries@manchester.gov.uk](mailto:ctax.enquiries@manchester.gov.uk)

**Declaration:** I/we permit homes4u/Landlord to use the information contained herein where required, and to notify the current utility suppliers and council that the tenancy has ended. **I/we acknowledge that it is still my/our responsibility to close ALL utility accounts. I/we certify that I/we have contacted the utility suppliers and council tax department to arrange the closure of the utility accounts.**

**Signed by:** (MUST be signed by ALL account holders/bill payers)

[ ]

Date: [ ]

**Office Use Only:** homes4u manage this property on behalf of the Landlord: \_\_\_\_\_

**Under no circumstance should homes4u be named on ANY ACCOUNTS – DO NOT send any bills to homes4u**

If you require any further information, contact homes4u on 0161 448 4802

## DEPOSIT REFUND FORM - DPS

For deposits which have been protected through the **Deposit Protection Scheme (depositprotection.com)** we require some information for the refund to be issued.

Please help us to arrange the return of your deposits as quickly as possible after you move-out by ensuring...

1. Rent for the property is paid in full up to the end of the tenancy.
2. The property is left in a clean/tidy condition with no damages according to your ingoing inventory.
3. All utility accounts are closed up to the end of the tenancy and you provide confirmation of this.

And by filling out the information requested below (completed by Lead Tenant):

**Property Address:** | |

**Lead Tenant Repayment ID:** | | (5 digit number)

You can obtain the repayment ID number by calling the DPS on **0844 4727 000** or visit the following website; [www.depositprotection.com](http://www.depositprotection.com) go to the 'Help' section and select 'Quick Links' and then select 'Request a Repayment ID Reminder'. They may ask you for the following information; property address, deposit ID number, deposit paid, monthly rent amount and length of tenancy. If you require any of this information please contact us on 0161 448 4802.

**Lead Tenant's Forwarding Address:** | |

**Lead Tenant's Contact Phone Number:** | |

**Lead Tenant's E-Mail Address:** | |

**Lead Tenant's Bank Details:**

<b>Bank Name:</b>	<b>Account Holder:</b> (name that appears on card /statement)
<b>Sort Code</b>	<b>Account Number:</b> (8 digits)

**Lead Tenant's Name:** | | (print)

**Lead Tenant's Signature:** | |

**Date:** | |

## JOINT TENANTS DETAILS

<p><b>TENANT 2:</b>  </p> <p><b>FORWARDING ADDRESS:</b></p> <p> </p> <p> </p> <p> </p>	<p><b>BANK NAME:</b>  </p> <p><b>ACCOUNT HOLDERS NAME:</b>  </p> <p><b>ACCOUNT NUMBER:</b>  </p> <p><b>SORT CODE:</b>  </p> <p><b>AMOUNT TO REFUND:</b>  </p>
<p><b>TENANT 3:</b>  </p> <p><b>FORWARDING ADDRESS:</b></p> <p> </p> <p> </p> <p> </p>	<p><b>BANK NAME:</b>  </p> <p><b>ACCOUNT HOLDERS NAME:</b>  </p> <p><b>ACCOUNT NUMBER:</b>  </p> <p><b>SORT CODE:</b>  </p> <p><b>AMOUNT TO REFUND:</b>  </p>
<p><b>TENANT 4:</b>  </p> <p><b>FORWARDING ADDRESS:</b></p> <p> </p> <p> </p> <p> </p>	<p><b>BANK NAME:</b>  </p> <p><b>ACCOUNT HOLDERS NAME:</b>  </p> <p><b>ACCOUNT NUMBER:</b>  </p> <p><b>SORT CODE:</b>  </p> <p><b>AMOUNT TO REFUND:</b>  </p>
<p><b>TENANT 5:</b>  </p> <p><b>FORWARDING ADDRESS:</b></p> <p> </p> <p> </p> <p> </p>	<p><b>BANK NAME:</b>  </p> <p><b>ACCOUNT HOLDERS NAME:</b>  </p> <p><b>ACCOUNT NUMBER:</b>  </p> <p><b>SORT CODE:</b>  </p> <p><b>AMOUNT TO REFUND:</b>  </p>
<p><b>TENANT 6:</b>  </p> <p><b>FORWARDING ADDRESS:</b></p> <p> </p> <p> </p> <p> </p>	<p><b>BANK NAME:</b>  </p> <p><b>ACCOUNT HOLDERS NAME:</b>  </p> <p><b>ACCOUNT NUMBER:</b>  </p> <p><b>SORT CODE:</b>  </p> <p><b>AMOUNT TO REFUND:</b>  </p>
<p><b>TENANT 7:</b>  </p> <p><b>FORWARDING ADDRESS:</b></p> <p> </p> <p> </p> <p> </p>	<p><b>BANK NAME:</b>  </p> <p><b>ACCOUNT HOLDERS NAME:</b>  </p> <p><b>ACCOUNT NUMBER:</b>  </p> <p><b>SORT CODE:</b>  </p> <p><b>AMOUNT TO REFUND:</b>  </p>