

Handing back your Sovereign home

So you've found a new place to live and will be moving out of your Sovereign home.

We expect our residents to look after their property, so if you don't leave your home in a good condition you may be charged and we may not be able to provide a reference to your new landlord.

To make sure this doesn't happen, there are a few things you need to do before you go.

What do I need to do?

Once you've handed in your notice, telling us that you want to end your tenancy with us, you should make sure that:

- Your rent account is clear.
- You don't owe us any money.
- There are no repairs outstanding that you haven't reported.
- Your home and garden are clean, tidy and in a good condition.

We'll agree a time with you to carry out an end of tenancy inspection of your home.

Before we come to visit you, it's a good idea to have a look at whether your property is in good condition and, if needed, spend some time putting things right.

You'll need to make sure that we can easily view all rooms and walls. Please take down posters and pictures and move large furniture away from the wall.

The checklist on the next page will help you prepare for our inspection and let you know how we expect the property to be returned to us.

Please remember that when you leave your old home, you need to return your keys and fobs to your local Sovereign office (or agreed location) **by 10am on the Monday at the end of your notice period.**

If we haven't received your keys by 10am, you'll have to pay another week's rent. We'll continue charging you rent until you've returned your keys to us.

If you're posting your keys back to us, please make sure you've given enough time for them to arrive by the Monday. Please put enough postage on the envelope; we'd also recommend you send them recorded delivery.

You need to make sure you leave any other window or door keys in the property, along with any gas and electric keys/cards.

You should check with us if you've made any alterations or additions to your property. We'll let you know if we're happy for these to stay, or if you'll be asked to return them to standard.

Kitchen

- All kitchen units and worktops should be in a reasonable condition (clean, with no chips or scratches).
- Cupboard doors should be fitted correctly and the handles should be secure.

Bathroom and WCs

- The bath, basin and WC should be free from cracks and stains, with plugs and chains attached.
- Taps should be clean and in good working order.
- The bath, basin, WC and tiles should be cleaned and shower curtains removed.

Doors and Windows

- Front and rear external doors should be free from damage and secure.
- Windows should be secure, keys should be provided for windows with locks.
- Internal doors should be in good working order.
- Missing or damaged internal doors should be repaired or replaced.

Flooring and staircases

- Flooring, staircases, banisters and handrails should be secure and free from damage.

Decoration

- All skirting boards, doors and door frames should be cleaned and in good condition.
- All wall surfaces should be in a good state of repair, any holes should be sanded down.
- Walls where indicated should be painted white or magnolia.

Gardens

- All gardens should be free from hazards and personal belongings.

Electrical items

- If you have installed your own light fittings, these will need to be removed and replaced with standard light fittings which are installed by a qualified electrician.

Before you move

- All doors, door frames and skirting boards should be washed down to remove marks and grease.
- Graffiti, scribbles or stickers removed from walls.
- Kitchen and bathroom floors should be swept and washed.
- Kitchen cupboards should be emptied and washed out.
- Windows cleaned internally and externally.
- Loft, sheds, garages and any outhouses should be emptied of all belongings.
- Rubbish and items of furniture you no longer want are removed.
- Carpets should be removed as discussed in your inspection.
- The bath, basin, WC and tiles should be cleaned and shower curtains removed.
- Any grass or hedge areas should be cut and maintained.
- Any pet faeces should be cleaned up and disposed of appropriately.