



# End of Tenancy Guide



CROWN  
LUXURY HOMES

# Welcome to your End-of-Tenancy Guide

As your tenancy comes to a close, this guide is here to help make the process smooth and straightforward. It outlines key responsibilities, practical tips, and important procedures to ensure a hassle-free end of tenancy. Following these steps will help protect your deposit and ensure the property is left in good condition for the next tenant.

## Check-Out

A check-out inspection will be arranged for the final day of your tenancy to assess the condition of the property and compare it to the original inventory report. The exact date and time of the inspection will be confirmed with you via email in advance.

During the inspection:

- An independent third party inventory clerk will walk through the property to review its condition.
- The clerk will check for any damage beyond normal wear and tear, cleanliness, and whether all fixtures, fittings, and appliances are in working order.
- Photos will be taken to document the property's condition, which will be used as part of the final assessment for your deposit return.

Once the check-out inventory report has been completed, a copy will be sent to you by email as soon as it is available. This report details the condition of the property and highlights any discrepancies compared to the original check-in inventory.





## Cleaning

It is important that the property is cleaned to a professional standard before the check-out inspection to avoid potential deductions from your deposit. This includes, but is not limited to:

- Windows: Cleaned from the inside.
- Carpets, Rugs, Mattresses & Upholstery: Steam-cleaned.
- Kitchen & Appliances: All surfaces, cupboards, oven, hob, fridge, and dishwasher thoroughly cleaned.
- Bathrooms: Tiles, sinks, showers, bathtubs, toilets, and mirrors cleaned and free of limescale or soap residue.
- Balcony or Outdoor Space: Clean and free of rubbish, leaves, or debris.
- General Tidiness: Floors vacuumed/mopped, walls free of marks where possible, and all rubbish removed from the property.

Inform the property management team prior to leaving with the contact details of your chosen cleaner. This ensures that, if any cleaning issues are noted after the check-out inspection, the cleaner can be asked to return promptly. Please send a copy of your professional cleaning invoice to [admin@crownluxuryhomes.com](mailto:admin@crownluxuryhomes.com).

## Removing Your Possessions

- **Clear the Property:** Ensure that all personal belongings have been removed before your check-out. Any items left behind may be disposed of, and you could be charged for their removal and disposal.
- **Return Items to Original Location:** All furniture, appliances, and items provided as part of the tenancy should be returned to the same location as at the time of check-in, especially in furnished properties.
- **Report Missing or Damaged Items:** If any items are missing or damaged, notify your property management team before the check-out inspection. They can advise on how best to repair or replace these items to avoid unnecessary deposit deductions.

Any items that were supplied by the landlord before or during your tenancy must remain in the property unless otherwise agreed.



## Heating/Cooling

Switch Off Systems: Before leaving, ensure that all heating and cooling systems are switched off, including:

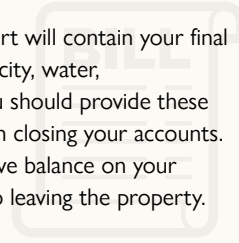
- Central heating
- Comfort cooling/heating
- Underfloor heating
- Towel rails in bathrooms
- Electric immersion water heaters



## Final Bills

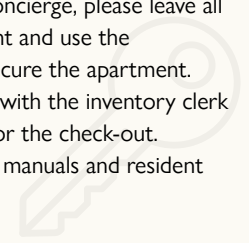
You will be asked to provide proof of payment for your final heating/cooling/hot water bills. These documents are required before your deposit can be returned.

The check-out inventory report will contain your final meter readings for gas, electricity, water, heating/cooling/hot water. You should provide these readings to the suppliers when closing your accounts. Please ensure there is a positive balance on your heating/cooling meter prior to leaving the property.



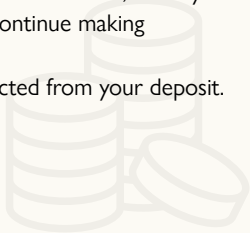
## Keys

Locate and return all keys at the time of check-out. This includes front door keys, building fobs, mailbox keys, alarm fobs, balcony/window keys, and access cards. If your building has a concierge, please leave all your keys inside the apartment and use the management set of keys to secure the apartment. You may also leave your keys with the inventory clerk if you choose to be present for the check-out. Please keep all appliance user manuals and resident guides inside the property.



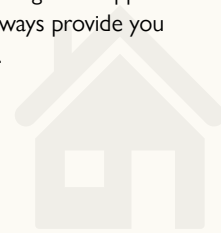
## Rent

Once you have paid your final rent, please ensure you cancel your standing order mandate with your bank. The bank will only act on your instruction, and if you fail to advise them they will continue making payments when scheduled. Any unpaid rent will be deducted from your deposit.



## Viewings

Please be advised that we will now start marketing the property for rent, and will contact you from time to time to ask for access for viewings. We appreciate your cooperation and we will always provide you with as much notice as possible.

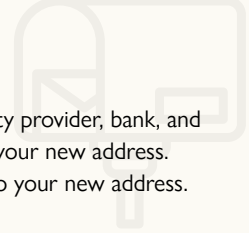


## Forwarding Address

You will be asked to supply a forwarding postal address for any correspondence relating to:

- The deposit return
- Final utility bills

Remember: Update your utility provider, bank, and any other relevant parties of your new address. Ensure you divert your mail to your new address.



## Securing The Property

Please ensure you lock all doors and windows before you leave the property. Alarms or security systems should be deactivated.



## Deposit Return Process

Deposit Return Form: We aim to send you the Deposit Return Form within 10 days of your tenancy end date. This form will outline any proposed deductions from your deposit. Possible charges may include, but are not limited to:

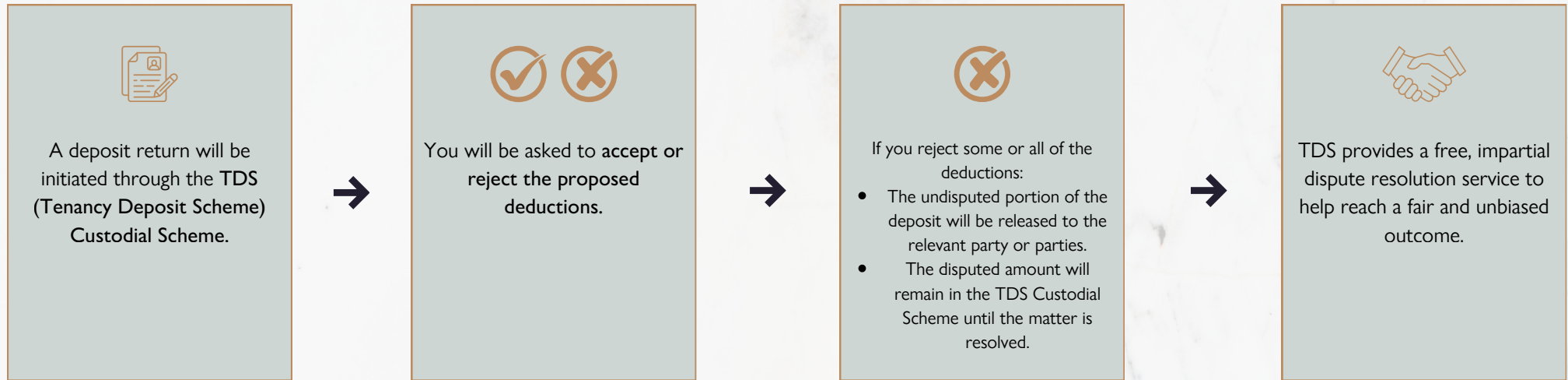
- Professional cleaning
- Damages to the property
- Unpaid rent or utility bills (heating/cooling/hot water)
- Removal of items or rubbish left behind
- Replacement of missing items or furnishings

Agreement Requirement: We require yours and the landlord's written agreement to any proposed deductions before the deposit can be released.



## Dispute Process

In the event that agreement cannot be reached.



## Final Release

Once any disputes are resolved or an agreement is reached, the remaining deposit will be released according to the final decision.

## Supporting Evidence

Keep copies of receipts, photographs, and any correspondence regarding cleaning, repairs, or payments. These may be required during the dispute resolution process.

# Meet the Team



Kristina  
Director



Grace  
Lettings Manager



Michelle  
Property Manager



Dovile  
Property Manager



Gabi  
Property Co-ordinator



Arbaz  
Property Consultant



# Meet the Team



Toby  
Senior Marketing Executive




Cece  
Client-Relations Executive



Yue  
Digital Marketing Assistant



## Contact Us

 Tel: 020 3545 1159

 E-mail: [pm@crownluxuryhomes.com](mailto:pm@crownluxuryhomes.com)

For emergencies outside of office hours (Friday 5:30pm - Monday 9:00am), please call [+44 \(0\) 207 0466 222](tel:+442070466222).