



Enright
Properties

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End of tenancy cleaning preparation and advise.

At Enright Properties in 2019/2020 all the properties were professionally cleaned, checked prior to being handed over.

The tenancy act June 2019 states an agent/ landlord cannot force a tenant to employ a certain cleaning company or pay a certain up-front charge. This allows tenants to choose their own company or if they have parents who clean some parents occasionally are willing to clean the whole property at the end of tenancy.

The act does support property cleaning standards, providing clear instructions that the property should be returned at the checkout to the same cleaning standard as it was received. The cleaning standard is well documented in both the inventory and the accompanying photographs which will be provided to you at the beginning of the tenancy. If the property is not handed back at checkout in a comparable quality the agent/ landlord is able to hire a company & make charges against the deposit.

When the tenancy is nearing an end, we will arrange the checkout appointment with member of your group. This is where the property is formally handed back to us, the agent with all the keys. This will be on the last day of the tenancy or a time & date earlier to suit the tenants. The property should be as received minus fair wear and tear. We encourage at least two tenants and guarantors to be available for the check-out appointment so we can meet. It is helpful if the lead tenant is available. We will conduct a full inspection using the inventory and photographs. We will then sit and discuss any issues. Any damages, missing items or cleaning requirements will be discussed if any. We will then aim to release the deposit minus fair and agreed charges.

In our experience, Student tenants vacate towards the end of the tenancy at different times depending on holidays and work commitments. It is everyone's responsibility to maintain the property until the tenancy finishes. If you leave early, you may wish to travel back to the property at the end of the tenancy to help with rubbish removal, recycling, removing last few communal items. You may wish to be present for the checkout. It is always underestimated what a huge task leaving a shared house is, more items than expected accumulate.

To clean your house to the professional standard required will take days. Every surface will need cleaning with the appropriate products. Please either liaise with a guarantor who has knowledge of cleaning or preferably employ a cleaning firm to ensure the standard is correct for deposit release. Cleaning with the wrong products can cause damage, if in doubt please speak with us. Please check companies thoroughly prior to employing them. Please ensure that you do not pay for cleaning up front and only do so when the clean has been completed to a professional standard. We would suggest that cleaning firms are provided with the end of tenancy cleaning check list that will be provided to you. We would prefer to know the cleaning firm that you are using and where possible check the property while it is being cleaned by them. We have found that in some cases cleaning firms make false claims regarding the equipment they use to clean carpets and sometimes the cleaning products that are used can cause damage to fittings and are not fit for purpose.

We would prefer to use a cleaning firm on checkout to clean the properties to a professional standard. We would employ cleaners who we know clean to a professional standard, if this is done we can refund the deposit on checkout minus cleaning charges, for a normal full end of tenancy clean this is around £100 per person. £350.00 minimum charge for a 2-bedroom flat.

If the house receives a substandard or part clean, we will employ cleaners to complete the job. Top up cleans are expensive as every surface has to be re-checked. Funds will be taken from the deposit.

We contact every household in early summer, well in advance of the end of a tenancy to ensure that preparation is being made for the end of tenancy deep cleaning. We provide instructions confirming the standard of cleaning that is expected so that we receive the property as it was provided to you.

Cleaning companies are extremely busy in the summer months, June – end of September. They should be booked 6 to 8 weeks in advance of the end of tenancy/ when you expect to vacate the property.

It is essential that we communicate and reach agreement well in advance of your end of tenancy regarding cleaning arrangements to avoid potential delays in the return of your deposit.

We would like to thank you in advance for your attention and help in this very important aspect of the property management.