

### Vacating Your Property

- You are liable to return your keys by 12pm on the last day of your tenancy to our West Didsbury office. If you vacate on a Sunday, you must return your keys by 10am the following business day.
- You must obtain a receipt for the return of your keys. Please note that if returned via post it is not confirmed as returned until a receipt is provided to you.
- Please note that should you fail to return your keys on the last day of your tenancy, you are liable for rent due on the extra days you hold keys for the property.
- You need to return all keys given to you at the start of your tenancy. These include: back door keys, window keys, fobs/security keys, parking permits or passes, & meter keys. If you fail to return any of the aforementioned that were issued to you, replacements or lock changes as required will be chargeable to your deposit.
- You must not leave keys in the property, post any keys, or leave with a third party for collection as Philip James cannot accept any responsibility for keys not accepted in person by a member of staff with a key return receipt provided to you.
- You will be required to provide an appropriate forwarding address when returning your keys to the office for all future correspondence.
- As per Clause 3.16 of your signed Tenancy Agreement, you are required to present final bills as part of the deposit return process. Further information is enclosed.
- A Final Inspection of the property will be carried out once you have vacated, it is ordinarily carried out the next working day after the end of your tenancy but may take place in subsequent days due to scheduling.
- You do not have to be present during this inspection, but if you wish to be present during the Final Inspection please contact us to make us aware. Unfortunately, due to the high volume of inspections and the nature of the job we cannot commit to a specific time, however we can contact you an hour prior to the inspection; or you can call us on the morning of the inspection before 10.00am to be given an approximate time slot.
- We will send you notification in writing of any proposed deposit deductions following the inspection within a 10 day period.
- **Please ensure your Standing Order is cancelled after your last payment. Any refunds of overpaid rent are returned within 10 working days of us being notified, via BACS bank transfer.**

## Deposit Return

### **In order to return your deposit you need to provide copies of final bills:**

These do not have to be paid bills, they are required to demonstrate that you have accepted responsibility for all billing up until your tenancy end date and provided a forwarding address to the necessary companies for any outstanding amount.

### **The bills we require are:**

#### ● **Water ● Electricity ● Gas (if applicable) ● Council Tax**

*(Note: Students are required to provide a copy of their exemption certificates. These are readily available from Student Services at their respective Universities. Confirmation from the Council to confirm that the students were exempt for the tenancy will also be accepted).*

### **There are certain criteria which the bills need to demonstrate. These are:**

#### ● **Final meter readings relating to your tenancy end date;**

*(Note: if you vacate the property prior to your tenancy end date then meter readings taken at that time will not be accurate; you will then be asked to update these reads which could delay the deposit return process. If you require meter readings for your tenancy end date then these can be obtained from us).*

- **That you have been billed up to the tenancy end date;**
- **The rented property address;**
- **Your forwarding property address.**

**Once we have received copies of your final bills and all deductions have been confirmed, your deposit will be returned via BACS bank transfer to a UK account within 10 business days.**

Please advise the account holder's name, sort code, account number and bank institution.

(We can split deposits between tenants or send to a nominated tenant. We will need confirmation from all tenants that they agree with this).

### **You can drop bills into the office or scan and email them:**

**Email:** [management@philipjames.co.uk](mailto:management@philipjames.co.uk)

**Post:** Property Management, 147-151 Burton Road, West Didsbury, Manchester M20 1LD.