



## **Tenant Check-out Form**

1. Please advise us of the exact date that you shall be leaving the property (please note that this is the date that the property will be vacant and keys returned to Clarkes, ready for the check-out inspection)
  
2. Please advise us of your forwarding address (this is for any post-tenanc correspondence including information about your deposit)
  
3. Please provide us with your current contact details:
  - a. Telephone Number:
  - b. Email address:
  
4. If you are moving to another rented accommodation, please advise us of the landlord or agent that is dealing with your tenancy at this property
  - a. Landlord/Agent Name:
  - b. Contact Number:

## **Frequently Asked Questions: Check-out Process**

### **What IS the Check-Out Process?**

There are a number of stages to the check-out process, please see below:

#### 1. Check out Inspection:

Upon vacating a property, a check out inspection must be done in order to assess the condition of the property. The property should be left in the same state outlined in the Inventory provided to you at the beginning of your tenancy. Failure to do so can result in deductions being made from your deposit.

We aim to do this inspection within 48 hours of the keys to the property being returned to us. Delays can occur when Clarkes have not been notified of the date that the keys will be returned. It is therefore best to ensure Clarkes are informed of when you plan to return your keys.

#### 2. Rental Account Review:

Once the check-out inspection has been done, a review of the rental account for the property is done to ensure there are not rental arrears outstanding.

#### 3. Deposit amount due to be returned published

We will contact you to advise you of our findings following the check out inspection and rental account review and inform you of any deduction that may be due to come out of your deposit. This can be for repair of damages at the property, cleaning, rental arrears balance payment etc and these deductions will be explained to you clearly.

If you agree with the deposit amount to be returned to you, the deposit release process can begin, step 4.

#### 4. Deposit Release Process

Please note that can take up to 5 working days.

### **Recommendations**

- Advise Clarkes of the date that you wish to return the keys to minimize any delay between you vacating the property and the check-out inspection.
- Ensure the property is cleaned and any damage is repaired before the check-out inspection.
- Ensure your rental account is free from rental arrears.
- Provide Clarkes with a forwarding address and p to date contact details as not having these can delay this process further.