

# Check Out Report

1,23 Any Street, Sampleville. NE1 2C



Date compiled: FRIDAY 6<sup>TH</sup> JANUARY 2012  
Instructed by: MADISON PROPERTIES LTD

INVENTORY | TENANT CHECK IN | MID TERM | TENANT CHECK OUT | DISPUTE RESOLUTION

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## Report Guidance and Information Section

This document is designed to report on damages and cleaning issues left by the tenant at the end of their tenancy. Where appropriate the clerk may list maintenance issues that they wish to make the instructor aware of, but this is not guaranteed. This report is not a schedule of works, nor is it a property 'MOT'. If an area or item is not listed on the inventory we cannot comment on it.

The report will be broken down into sections to allow a clear and concise understanding of who is responsible and why. The sections are:

### Tenants **Chargeable Items:**

This section will list all the things the tenants have to pay for because they are damaged, dirty or missing. There are various other reasons why items would be listed here, and a photo of all items will be available either on the report or by receiving the pictures electronically. This will be listed as a direct result of comparing the property on the day of the visit and at start of tenancy, allowing for fair wear and tear.

### Landlord **maintenance:**

This section will list any maintenance that the clerk feels the landlord or agent should know about. This list is not exhaustive.

### Further **Investigation:**

Any areas or items that are of a mixed responsibility or not clear cut as to who is responsible will be listed in Further Investigation.

### Notes to **agency and Proactive:**

This section is for the clerk to pass on any information needed from site to the agency or Proactive themselves.

This report has been compiled using the evidence supplied to us and will only be based upon the information within those documents. All final decisions on charges lay within the hands of the persons in control. We reserve the right to revisit the property and make annotations and updates to this document should new information relating to the property be passed to us that changes our opinion. Documents from other companies will affect the level of reporting if they lack detail or content.

## SO WHAT IS THE CHECK OUT CLERK LOOKING FOR?

It will be expected for the property and its contents to be returned to the condition and location at check in. For example, if the tenant moves a chest of drawers and a bedside cabinet from one room to another, they will be expected to return them to their original location for the check out to take place. This can be easily achieved by using the inventory as a guide.

Any items missing from location may be deemed lost / broken and charged for. There may also be an extra charge to the tenant if the clerk has to locate various items around the property, thus increasing reporting times.

### **THE AGENT / LANDLORD MUST BE INFORMED OF ANY ITEMS THAT ARE DAMAGED, REMOVED OR ADDED TO THE PROPERTY.**

If the cleaning is not of a state where the property can be let, the landlord / agent will employ a professional cleaner and that cost will be passed to the tenant.

Carpets should be as clean as at the start of the tenancy. Any staining that needs removing will be charged to the tenant, as will a proportion of any damage found to carpets, based upon age, quality and type and location of damages and staining.

Items of crockery and cooking utensils will be checked for damage that is not covered in fair wear and tear. Any damage or missing items may be charged for.

It is expected in the normal daily use of a property that marks will appear on walls and woodwork, and that there will be some wear marks to furnishings and fabrics. Should the damage exceed what would be classed as fair wear and tear, a charge may be levied directly proportional to the damaged area / item.

Beds, mattresses, headboards, divans and linen will all be checked for staining. Any found will have to be cleaned at the tenants cost if they were clean at the check in. Any irreparable damage to beds or related items will be chargeable. Certain types of staining to items such as blood or urine stains to mattresses may lead to the mattress requiring replacement at the tenants cost.

Damages to items through misuse will be charged. You must ensure you are using furniture / appliances as per common sense and /or user guidelines and manuals. If you are unsure of how to care for any items left in the property you must inform the agent or landlord immediately before you use it to prevent damage occurring.

All keys must be returned at the start of check out. Any broken or missing keys may be charged for.

Tenants will be expected to maintain any garden areas. Cutting of lawns, weeding of beds and general duty of care to prevent gardens from becoming overgrown is the responsibility of the tenant. It will be expected to be found in a condition relevant to season. If gardening services are required the charge may be passed to the tenant.

## Meter Readings **And Keys Returned:**

### Gas **meter:**

Reading: 15740.784

Serial number: G4A0292975

Meter location: Located to the front garden right hand side of front door



### Electric **meter:**

Normal / R1 Reading: Enter details here

Low / R2 Reading: Enter details here

Total Reading: 09818.9

Serial number: K9300761

Meter location: Located in the entrance hallway understairs cupboard



### Water **meter:**

Reading: Enter details here

Serial number: Enter details here

Meter location: Enter details here



### Keys and **clerk details**

Keys Returned: Keys were collected from and return to the agency, it include one Yale style front door key, agency key code is 1234, one Yale style back door in the property, key is tested

Persons present for the visit: Clerk only - John Smith.

Actual tenancy term: 1<sup>st</sup> November 2010 to 5<sup>th</sup> January 2012, actual tenancy term is 14 months

Ingoing Inventory date and company: Proactive inventories document dated 1<sup>st</sup> November 2010.

Keys missing compared to inventory: Not known



For ease text in the next sections has been colour coded as follows:

Green Text / Cleaning

Blue Text / Maintenance

Black / General

## Tenant Chargeable Items:

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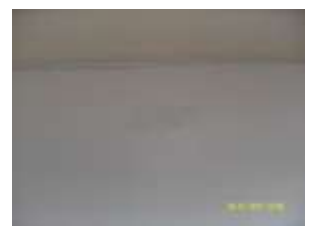
### Front garden:

- The front garden was listed as in a tidy cut back condition at the start of tenancy. Some of the bushes are now over grown and heavily over grown in areas requiring cutting back. There was specifically curved cut circular hedges to the left hand side of the driveway which are now showing small bricks coming through this requires cutting back. The grass is long throughout and requires mowing.



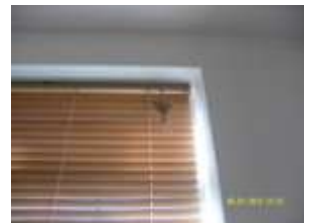
## Front door entrance and hallway:

- The Front door is showing a sellotape mark to the exterior. This needs cleaning.
- The door interior is showing obvious green scuffing to the right hand side and further sticky tape marks above head height.
- The radiator is showing some light scuffs and chip marks to the front face. These will need to be made good.
- The carpet is showing 3 obvious spillage marks to the entrance walkway sections. The carpet has been freshly cleaned and this is not been removed. Suggest small apportionment charge towards the eventual cost of replacing this carpet of £10.
- The first storage cupboard to the right hand side upon entrance is showing an obvious ring mark to the top surface and a spillage mark. This will need cleaning and possibly touching in at the tenants' cost.
- There are some faint brown spot marks to the entrance section to the carpet.



## Study: (First right on hallway)

- There is an obvious spillage stain mark upon entrance. This has been freshly cleaned and the stain is not been removed suggest a small apportionment charge towards the eventual cost of replacing this carpet of £5.
- The window sill is showing one obvious chip with a line of smaller chip marks to the left hand side and one linear gouge mark with a small series of chip marks to the right hand side.
- The blind cord is heavily knotted and requires untangling, the unit is no longer functioning with the cord in this condition.
- The shelving unit is showing some light debris.



Living room: (First left off of entrance hallway)

- The windows have an attempt to cleaning the glass. However, there is heavy smearing and this will need further cleaning to the interior panes.



### Utility room:

- The kitchen worktops are showing some debris requires wiping.
- There are some tenants' items within the upper drawer including a sewing needle to be disposed off.
- The washing machine is showing some congealed powder and dust build up to the casing
- There are 2 red hooks fitted above head height.



## Downstairs shower room:

- One bulb is out.
- There are some cobwebs to the corners of the ceiling.
- The window sills and framework is showing cobwebs and some dust build up. There is some spot markings to the window sill requires cleaning.
- The toilet is showing some hair and urine splash marks.
- The toilet seat is broken completely requires replacing.
- The tiled sections of wall are in the shower cubicle are showing mould growth discolouration in various areas. This requires cleaning.



## Open plan kitchen/dining room:

- The both curtains to the French doors are showing some grubby marks to the lining and will need cleaning.
- The storage cupboard into the left hand alcove is showing some hair and spillage marks to the doors, requires further cleaning.
- The worktop is showing some grubby marks particularly to the right hand side of the hob with further white staining and an obvious ring mark to the left hand section.
- Worktop to the left hand side of the hob is showing 3 obvious burn marks, which have gone through to the wood beneath the laminate. This will need to be repaired by a specialist to prevent damage and swelling to the unit. Also suggest a small apportionment charge of £15 for aesthetic damages caused.
- The hob has been left in a dirty condition with food residue and food debris.
- The tenants have neglected to clean out some of the base units only. These require wiping down.
- In the tall storage unit there are 2 large red hooks fitted to the side of the tall storage unit not listed on the report.



## Back garden:

- The grass was listed as being cut back but it showing approximately 2 weeks worth of growth. The lawn section is now patchy throughout and ugly long in areas. This will require cutting and possibly reseeding.
- The borders are over grown some of the lawn areas are showing weed growth. Requires some cutting back.
- The light fitting is showing thick dust build up inside and one small tear.



## Stairs and landing:

- The small first landing section of the staircase is showing an obvious spillage stain mark, this has been cleaned and it is now faint but will not come away.
- The stair treads are showing multiple obvious black spot marks. The small black spot marks are obvious and have attempted to clean out. These will not come out. Suggest an apportionment charge of £10 for the aesthetic damages caused.
- 



## Bathroom:

- One bulb is out.
- The walls are showing heavy water run marks to the left hand entrance wall and heavily to the bath wall. The tiles around the bath is showing orange soap scum discolouration and there is heavy black mould growth spores to the bath seal. The bath seal was listed as showing some light mould growth spot. But this is now thick throughout the bath seal.
- The pull out shavers' mirror is showing smearing and spot marks.
- The bathroom cabinet is showing some soap residue and hair visible to the unit requires further cleaning.
- The large wall mirror is showing heavy smearing.
- The toilet bowl is showing some light brown spot marks beneath the waterline requires further cleaning. Also showing some urine splash marks to the underside of the seat and some run marks to the exterior of the bowl. The toilet seat cover is showing yellow spot marks and some hair visible.
- The sink pop up waste is showing limescale, unit is showing some light soap residue and some hair visible through the sink unit requires further cleaning.
- The bath is showing debris to the base and some hair visible. Also showing 3 obvious blue scratch marks, suggest the unit is cleaned and a small apportion charge of £5 levied for the aesthetic damages caused.



### Bedroom 1: (First left off of landing)

- There is an obvious black scuff marks in ceiling upon entrance.
- The walls are now showing 4 pins and 2 pin hole, there was originally one listed.
- There are multiple BLU-TACK and WHITE-TACK marks noted to the walls which were not listed at the start of tenancy and there is also an obvious chip to the right hand entrance.
- The right hand entrance wall is showing finger marks to the mid section.



## Bedroom 2: (Second left on landing)

- There are multiple chip marks into the left hand alcove wall.
- Some BLU-TACK marks and small chip marks noted underneath the window. Further BLU-TACK marks to the left hand entrance wall.
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### Bedroom 3: (Next to bathroom)

- There are 3 pins fitted to the right hand side of the window to the wall and a further pin to the left hand entrance wall.



### Bedroom 4: (First right from the staircase)

- The far left hand wall is showing a series of obvious scuff marks to the lower level.
- 2 of the blind cords have been heavily knotted and need untying.
- The wall above the radiator is showing 2 obvious red scuff marks and 4 pins, some light cobwebs above head height.



## Areas inspected **but no damages found:**

As Listed below: None

## Tenants **Forwarding details**

(accompanied visits)

**New address:**

2 rabbit hill.

**Email address:**

wabbit@giant bunny.com

**Contact telephone:**

01234 567 899

**Name of Contact:**

John smith

## Landlords **Maintenance Items:**

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As Listed below:

- None

## Further Investigation:

### As Listed below:

- It appears that one shelf may potentially be missing from the shelving unit in the study.
- The kitchen flooring by the single back door is showing heavy water damage. Need to establish the history on the property and what has caused this particular area of damage, the surface area is showing heavy areas of peeling to the laminate.
- The light fitting in the bedroom 3 was listed as being paper and wire and maple wood grain effect shade, it is now a normal paper and wire ball shade. Need to establish who has affected this change.

## Inventory Items Missing:

### As Listed below:


- Item 50 - 3 window keys.
- Item 60 - Gas meter box key.
- Item 62 - The plug in adapter.
- Item 96 - Second smaller cream and green ceramic planter.

## Notes to Agency and Proactive:

### As Listed below:

- This report is been carried out using a Proactive Inventories document dated the 1<sup>st</sup> of November, 2010.
- It appears that the carpets have been cleaned. However, staining has not always been removed as listed through the report.
- It appears that the tenants have replaced the rubber table protector in the kitchen.
- The oven is in a cleaner condition than at the start of tenancy.

The clerks signature below confirms the listed damages were found in this property on the given date for the check out visit.

Clerk / Agent		John Smith	06.01.2012
Tenant 1			
Tenant 2			
Tenant 3			
Tenant 4			
Tenant 5			

## Fair Wear and Tear-explained.

*“Reasonable use of the premises by the tenant and the ordinary operation of natural forces (i.e. the passage of time).”*

Fair wear and tear is becoming more defined.

A tenant cannot be held responsible at the end of the tenancy for changes in a property's condition based on the passing of time. It is use of all known factors in any given tenancy added to the experience gained as an inventory clerk visiting hundreds of properties which allows for correct 'Fair Wear and Tear' assessment.

Law always overrides contract, therefore you cannot write a contract with clauses making the tenant responsible for fair wear and tear.

Many factors will be considered when making a decision. For example the quality and age of an item should be taken into consideration. How long was it designed to last? Was it in a good condition at the start of the tenancy?

What was the condition at check in and has there been any changes to the property that might have affected items adversely, like a leaking roof.

The tenant has a duty of care to look after the property, and not knowingly allow it to become damaged or dangerous to live in.

## Excessive Wear and Tear.

There may be circumstances where overuse outside expected normal usage will require compensation or charges to make good, for example, two picture hooks in each wall is normal usage and would be classed as fair wear and tear. Fifteen hooks in a wall is an abnormal use. These would be excessive and need removing and the holes made good.

It is deemed where landlords allow pets and smoking the associated deterioration to their property is covered by the rental and the knowledge that these things will cause damage. It is an avoidable deterioration that has been allowed. Damage caused by smoking and pets will not be considered as fair wear and tear when the clauses in the Tenancy Agreement stated these activities were not permitted.

Here are some items that will never be classed as wear and tear:

Dirt, staining on floorings, burnt on food to ovens / grills, grease build up, hair, dust, lime scale, water marks, heavy scratching, pet hair / damage, avoidable damage to an item or area, allowing water damage to a property, misuse, abuse of an item, replacing an item with a similar one, but poor quality. Excessive usage causing damage, broken items disposed of, impact marks. The list is not exhaustive.