



Empty Homes

General Needs Moving out Standard

## How a property should be returned to Vivid

### How you must leave your home

Your home must be in good condition when it's returned to VIVID. For more information about this, have a look at the "Ending your tenancy" letter you've been sent. If you would like one of our Empty Homes Supervisors to visit and advise you on how your home should be left, please let us know and this can be arranged, otherwise we're happy to answer any questions over the phone or by email.

### How should your home be cleaned when you leave?

Your home should be clean and ready for us to work in when you give the keys back to us. This includes, but is not limited to;

- ✓ Making sure that your kitchen cupboards and drawers have been cleaned.
- ✓ Removing any grease which may be on the walls or ceilings in the kitchen.
- ✓ Making sure that your toilets, baths, basins, and sinks are clean and that all limescale has been removed.
- ✓ Checking that that your windows, frames, handles and sills are all clean.
- ✓ Wiping clean all surfaces and mopping and hoovering all floors.

### What should you take with you and what can you leave?

Your home should be cleared of all your personal belongings and rubbish. This means your garden, loft, garage and shed all need to be emptied. To make sure you have removed everything have a look at the list below.

- ✓ All of your white goods must be safely disconnected and removed. This includes your cooker, any fridges, freezers, washing machines and dishwashers if you have them.
- ✓ All your flooring and grippers should be removed (please leave our standard kitchen and bathroom flooring)
- ✓ Sometimes flooring can be left but only if it's been agreed by the Empty Homes Supervisor before you move out.
- ✓ All of your curtains, curtain rails and blinds need to be removed. Again, sometimes these can be left but only if it has been agreed by the Empty Homes Supervisor before you move out.

If you haven't been given permission to leave anything behind, it is important that you take it with you.

### **How should your property be left when you leave?**

If you have any repairs which are needed, these should be booked in as normal before you leave. Please don't stop reporting repairs just because you are moving out.

We expect the property to be returned to us in good order. This means that;

- ✓ All of your kitchen cupboards, doors, drawers, worktops, and plinths are left in good working condition.
- ✓ Your electric fixtures, such as electrical sockets, light fittings, and switches, are clean, work and are not damaged.
- ✓ There is no broken glass in doors or windows.
- ✓ All of your walls are in good, decorated condition. If you have badly hung or ripped wallpaper, this should be removed and painted in a neutral colour. If you have dark walls these should also be painted in a neutral colour.
- ✓ All of the banisters, skirting boards and rails in your home are in good condition and that none are missing.
- ✓ There are no missing or damaged doors or glazing in internal doors.
- ✓ Any wall or floor tiles are secure and in good condition.
- ✓ All of your radiators are securely fixed to the wall and aren't damaged.
- ✓ All of your basins and baths have plugs and chains fitted.

### **What about changes you have made or other areas you are responsible for?**

We expect large alterations such as conservatories, sheds, and green houses to be removed, unless we have come out to see the condition of them and have agreed that they can stay. The decision to give permission for an item to stay is only given by the Empty Homes Team.

Your garden must be left tidy and in good condition, with the grass, any shrubs and hedges all cut back. Any ponds must be removed and properly filled in and your fencing should be left secure and in good condition.

### Market Rental and Temporary Accommodation Moving out Standard

If you live in one of our Market Rental homes, you should leave it in the condition it was in when you received your keys. We make sure we take photographs and keep records of all of the properties we let. These are used to compare to the condition of the home when you leave. This means that your home should be clear of all belongings, in good decorative order, had a thorough clean and any flooring and appliances should be cleaned before you return your keys.

If you have chosen to paint the walls, they should be returned to the white or magnolia colour that they were when you got your keys.

We'll take into consideration fair wear and tear. As a customer in one of our Market Rental homes, your deposit will have been lodged with a tenancy deposit scheme. If there is a dispute over recharges all photographs taken at the beginning and end of your tenancy will be used to evidence a claim. This is explained in the 'Recharge Works for Market Rental Properties' section at the end.

We also use your inventory (where applicable) to check the condition of the property.

If you live in one of our Temporary Accommodation homes, you should also leave it in the condition it was in when you received your keys. This means that it should be clear of all belongings, in good decorative order and any flooring and appliances should be cleaned before you return your keys

## Empty Homes

### Rechargeable Works

There shouldn't be any recharges when you move out, but if you haven't left the property in the condition we expect, we'll take steps to recover the costs we incur in making sure the property is in good condition for the next person.

This means we may recharge you for any of the following;

- ✓ The cost of clearing any furniture, carpets, personal effects and household rubbish from the property, outbuildings and/or gardens which are left behind.
- ✓ Any cleaning that is needed before we can work in the property.
- ✓ Repairing or replacing any broken fixtures or fittings that are not normal wear and tear.
- ✓ Removing any damaged or badly fitted wallpaper, and the re-decoration afterwards.
- ✓ Any decorating we have to do due to graffiti, nicotine, or bodily fluids.
- ✓ Any specialist cleaning.
- ✓ A needle sweep where there is evidence of drug related paraphernalia.
- ✓ Replacing wall tiles where they have been painted.
- ✓ Any flea treatments, fumigation, or pest control.
- ✓ Any garden works needed to bring it up to an acceptable standard.

Where flea treatment or pest control is needed, the contractor's invoice will be enough evidence to support the recharges.

Any recharges applied to your account will be based on costs we have to pay to get the works done and will include VAT and any administration costs. This can include costs to dispose of rubbish, or money we've paid to contractors to get the work done.

#### **Recharge Works for Market Rental Properties**

We'll follow our normal recharge process for our market rental properties. Your deposit may be retained if there are rechargeable costs at the end of your tenancy.

#### **Recharge Works for Temporary Accommodation Properties**

We'll follow our normal recharge process for our temporary accommodation properties.