

# Moving out standard

Moving out of  
your home

VIVID





# Overview

When moving out of your home, you must leave it in a safe, clean and good condition so it's ready for the new tenants - what we call a “moving out standard”.

This also applies if you moved into your home via mutual exchange, regardless of the condition you accepted it in.

To help you make sure your home is ready to hand back to us, we've put together this leaflet which outlines how the home should be left when you move out, and what to do with your keys.



**How you  
should leave  
your home**



# Repairs

- Kitchen cupboards, doors, drawers, worktops and plinths are in good working and decorative condition
- Electric fixtures, such as electrical sockets, light fittings and switches are in good working order and not damaged
- Relevant electrical certificates are supplied for electric fixtures you've changed, to show that they're safe
- There's no broken glass in doors or windows
- Walls are in good condition and well decorated, with all holes filled and rubbed down and stickers removed
- Polystyrene coving, tiling and mouldings have been removed, and any damage has been repaired, and graffiti/drawings removed
- All the bannisters, skirting boards and rails are in good condition and none are missing
- There are no missing or damaged doors or glazing in internal doors
- Wall and floor tiles are secure and in good condition
- Radiators are securely fixed to the wall and aren't damaged
- All basins and baths have plugs and chains fitted





# Clearing out and cleaning

- Your home, including the garden, loft and shed, is clear of all personal belongings and rubbish
- All white goods, including cookers, fridges, freezers, washing machines and dishwashers, have been safely disconnected and removed
- Curtains, curtain rails and blinds have been removed
- Any shelves, cabinets and cupboards that you've fitted yourself have been removed
- Your home is clean throughout

- Kitchen cupboards and drawers have been cleaned
- Grease on the walls or ceilings in the kitchen has been removed
- Toilets, baths, basins and sinks are clean and with all limescale removed
- Windows, frames, handles and sills are clean
- Any mould or mildew has been removed

## Other

- Large alterations, such as conservatories and greenhouses are removed (in some cases these can be left, if we agree at an inspection)
- Stair lifts can remain if in good working order
- Garden is in a manageable condition with grass, shrubs and hedges cut back
- Any ponds are filled in
- Fences are secure and in good condition



**What  
happens  
next?**



# Before you move out

If you're moving to another VIVID home, we may visit you to inspect your home. As per your tenancy agreement, we'll check that you've kept your home clean, tidy and well decorated. During the visit, we'll need to take a look in all rooms, including the loft space. We'll also check for any changes or additions (like doors, shelves, or lights) that may have been made without prior approval. In some cases, we might ask for things to be returned to how they were when you first moved in.

We'll let you know what work you need to do and how much we'll charge you if you don't do it before moving. If there's a lot of work, we may need to come out again to check that all the work's been done or pause your move until it's complete.

## Keys

You must deposit your keys (including fobs & communal keys) in the key safe by 8am on the Monday after your tenancy ends. Please leave the gas card and/or electric key in the home.

We recommend this over sending your keys through the post, just to be safe. If they get lost in transit, your tenancy will still be active — which means you'd still be responsible for rent and any costs involved in changing the locks.



# Charges for repairs



Before moving out, we expect the home to be left in a good, clean and clear condition - so we can get it ready for someone else who's in need of a home. If it's not left in this condition, you'll be recharged for any time or money that we spend cleaning, clearing and repairing the property.

## What's a recharge?

These are costs that you'll be expected to pay if we need to complete works to the home after you move out, such as cleaning, clearing out any items left behind and making any repairs due to damage caused. We'll charge a fair amount for any works needed.

The below tables show a list of items that you may be charged for after you leave. We'd like to reassure you that we'll charge a fair amount to rectify any damage. And please note that the costs listed below include VAT.

Redecoration	Cost
Plaster patch repairs to any room	£65 sqm

Plumbing	Cost
Renew toilet pan	£72
Renew pair of taps	£100
Renew basin	£50

Repairs	Cost
New internal door	£150
New kitchen worktop	£114
New kitchen unit	£200
Wall tiles (area larger than 1m <sup>2</sup> )	£60

Electrical fittings	Cost
Replacement sockets, light switches/pendants etc.	£12

The Environment Agency issued new guidance regarding Waste Upholstered Domestic Seating (WUDS) containing Persistent Organic Pollutants (POPs) from 6 January 2023. The guidance states that these items will no longer be able to be recycled or accepted at landfill and must be destroyed through incineration. Following the introduction of these new rules, we've had to introduce individual charges whenever these items are collected individually or as part of a larger load. These additional charges are simply to cover the changes in costs of storage, processing and disposal. The items are set out below.

Clearance	Cost
Half truckload	£60
Full truckload	£200
Excessive - more than full truckload	£400
White goods (per item)	£80.40
POPs - sofa or chair (price per chair)	£60
POPs - mattress	£26.40
POPs - freezer (small - under counter fridge or freezer)	£80.40
POPs - freezer (large - tall fridge freezer combined, tall fridge or tall freezer)	£118.80
POPs - upholstered dining chairs (price per chair)	£30
POPs - tyres (each item)	£30
POPs - TV (any size)	£26.40
POPs - gas bottles	£26.58

Garden clearance	Cost
Half truckload	£200
Full truckload	£400
Excessive - more than full truckload	£400

Market rentals	Cost
Oven clean	£54
A clean of any other appliance	£22
Standard clean	£220
Standard clean plus carpet clean	£340

**Any white goods removed that belong to VIVID will be charged for**

**Redecoration charges are on a case-by-case basis**



# If we need to use an external contractor

For some works, we may need to use an external contractor. If we do, we'll charge the full amount back to you. The cost of this will be based on the invoice we receive from the contractor.

Some examples of where we might use a contractor are:

- Garden maintenance
- Pest control (e.g. flea treatment)
- Needle sweeps/removal
- Non-standard/environmental clean
- Secure shuttering/boarding
- Replacement kitchen/bathroom



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