

## PROPERTY MANAGEMENT DIVISION

### GUIDANCE NOTES, PRE-END OF TENANCY

To ensure your deposit is returned to you as soon as possible, the following must be undertaken:

#### Rent

In order to avoid any confusion, you are not permitted to off-set your last month's rent against your deposit. If you have accrued any charges for late rent payments these will have been deducted from your deposit. You will also be charged for any damage to the property (or furniture) over and above fair wear and tear.

Failure to pay your last month's rent or a zero balance in your deposit account resulting from previous problems in your tenancy does not preclude you from us taking action through the courts to recover costs.

#### Utility Bills

We require documentary evidence as per clause 1b in your tenancy agreement that all utility accounts have been paid in full before we can return your deposit. On the day you vacate ensure you take meter readings for gas, electric and water (where applicable) and contact the relevant utility companies to organise a final bill. Please also contact the telephone company to organise a final bill. Please forward copies to us showing proof of payment. Wherever possible, please forward your proof of payment by email to [dianefletcher@adderstonegroup.com](mailto:dianefletcher@adderstonegroup.com).

We also require evidence from Newcastle City Council that you have paid any council tax due or, where relevant, a copy of the exemption certificate issued by the Council Tax Office. Please forward a copy to us showing proof of payment and/or qualification for exemption, where applicable. Again, wherever possible, please forward this information by email to [dianefletcher@adderstonegroup.com](mailto:dianefletcher@adderstonegroup.com).

Upon receipt of the above, your deposit will be returned to the head tenant (in the case of joint tenancies). If you wish this to be sent to an address other than that on your tenancy agreement, please write/email us stating where you wish the cheque to be sent. Please note, your deposit cannot be returned until we have all of this information in order that we can be sure that all liabilities in relation to your tenancy have been discharged prior to the arrival of the new tenants.

#### Keys

All keys must be returned to our office on or before your tenancy ends. They must be returned to our office no later than 12 noon on the final day of your tenancy. However, if your dilapidations inspection is in the

The Adderstone Group is a group of businesses under common ownership linked together for practical and marketing purposes. The main trading business is Adderstone Group Ltd, which comprises the following Divisions:

**Development Division**  
E: [development@adderstonegroup.com](mailto:development@adderstonegroup.com)

**Construction Division**  
E: [construction@adderstonegroup.com](mailto:construction@adderstonegroup.com)

**Property Management Division**  
E: [propertymanagement@adderstonegroup.com](mailto:propertymanagement@adderstonegroup.com)

**Block Management**  
E: [blockmanagement@adderstonegroup.com](mailto:blockmanagement@adderstonegroup.com)

**Trading Division**  
E: [trading@adderstonegroup.com](mailto:trading@adderstonegroup.com)

**General Enquiries**  
E: [office@adderstonegroup.com](mailto:office@adderstonegroup.com)

afternoon, your keys must be returned to the office as soon as possible after the inspection has been carried out. If the keys are not returned, you will be charged for the cost of ordering replacement keys for new tenants. If more than one key is not returned, you will be charged the cost of replacing the locks as we have to ensure the incoming tenants' security.

### **Cleaning**

Please ensure the property is thoroughly cleaned before you move out and all of your belongings are removed. This includes the cleaning of all appliances. You will be charged should we have to remove any of your belongings once you have vacated the property and also for the cost of any cleaning that needs to be undertaken. A copy of our checklist is available on our website to help you. Please ensure that you fill this in prior to the final inspection.

### **Inspection**

A dilapidations inspection will be carried out before the end of your tenancy. We would prefer you to be present at this inspection, but should this not be possible, we will enter the property using our own key having first notified you of our intention to do so. Following this inspection, we will inform you in writing of any remedial work necessary to repair damage caused by the tenants.

Should you require clarification on any of the above points please email [michellewilkinson@adderstonegroup.com](mailto:michellewilkinson@adderstonegroup.com).

We hope you have enjoyed your time in our property and look forward to working with you with a view to drawing your tenancy to a smooth ending.