



DEPOSIT RETURNS THE PROCESS

1

PROPERTY INSPECTION

Once all keys have been returned your property will be inspected. During this inspection all items listed on the "Handing Back Your Property Checklist" will be checked. Any works required will be instructed following this. If there are any cleaning or damage charges to be made - they will also be highlighted at this time.

TIP: Oven cleans and blu tac damage to walls were the most frequent deposit deductions last year.

2

FINALISING UTILITIES

If Sugarhouse arrange your utilities we will take your final meter readings in June. These will be submitted to our suppliers who will then calculate your total usage for the year. We ask that you allow a minimum 2 weeks from the end of your tenancy for this to happen.

If you arrange your own utilities we will require proof that your gas, electricity and water bills have been settled for the year. This can be in way of an account closure/transfer letter, a screenshot of your online account showing a £0.00 balance or a copy of the final bill and proof of payment.

3

DEPOSIT RETURN PROPOSAL

Within 14 days of the finalising of your utility accounts the head tenant will receive the Deposit Return Proposal statement via email. The majority of our deposits are returned in full.

If there are proposed deductions we will attach a document containing evidences to support these charges.

TIP: Any disputes with items on the proposal will need to be sent to us via email. All correspondence will need to come from to the head tenant. We will then work with you as tenants and the landlord to reach a fair outcome for all parties.

4

PAYMENT

All deposit refunds are paid via BACS to the head tenant. It is then up to them to distribute the funds accordingly among the group (if a joint tenancy).

Please allow 10 working days for payment to be received from the date bank details are provided.