



Dear Tenants,

Over the coming months, you will begin to think about moving out of your Sugarhouse Property. In order to ensure that you are fully aware of the process, we've provided some useful information as follows:

Pre-end of tenancy inspections:

One of our team will book in to visit your property in the coming weeks to carry out a quick visual inspection, to enable us to note any un-reported maintenance, or issues which we need to be aware of, as the end of the tenancy approaches. We'll attend with keys, so don't worry if you won't be in.

Returning your keys:

As exam periods come to an end, many tenants across Leeds will begin to think about moving out and returning keys for their property. If you wish to return your keys early, you can do so by dropping them off at our office, one of our staff will sign them back in for you, or you can pop them through our letterbox in an envelope with a note inside, indicating your name and the property the keys are for. **Please note, all keys must be returned no later than 11am on the 30th June 2024, and MUST be returned to our office.** You are responsible for your keys until we have signed them back in at the office. Once all keys have been returned, we will then carry out the end of tenancy inspection and begin working on your deposit return. **If you have lost your keys, please let us know as soon as possible rather than waiting until the last day to tell us. It will be far cheaper and more efficient to organise replacements now than at the end of your tenancy.**

How to move out:

One of our team will be in touch via phone over the coming weeks, to run through what to expect, and how everything will work when moving out of your property. They'll be happy to answer any questions you might have at the time too. In the meantime, we've attached some information to this letter to help you.



Reg Number: 7594152

0113 816 0131

47 Headingley Lane | Headingley | Leeds | LS6 1DP

sugarhouseproperties.co.uk

A BETTER STANDARD OF LIVING



- Handing Back Your Property Checklist
- Deposit Return Process Guide
- Charity donations, drop off points and waste disposal

What about cleaning and items I don't want?

We'll be sharing plenty of tips on our social media channels over the coming weeks, as to where you can donate unwanted items in the local area. From Foodbanks to Recycling sites, we've got you covered! You can also find a checklist attached to this letter to remind you of everything you'll need to do/clean before the last person leaves the property.

Deposit returns:

Our aim is to process your deposits and send out the deposit refund statement by the end of July. We'll be in touch with your head tenant (if you're in a group house) or with you directly (if you are in an individual roomshare), to organize the deposit return. Please remember that this is an extremely busy time of year, but our staff will be working as quickly as possible to get the process completed for you.

Enjoyed your time as a Sugarhouse tenant?

Feedback from our tenants is always greatly appreciated. Whether it be the general experience you've enjoyed, or a member of the team who went above and beyond for you this year, we'd love to hear about it! You can find our review pages on either Google, Facebook or Rate Your Landlord! 😊



Reg Number: 7594152

0113 816 0131 📞

47 Headingley Lane | Headingley | Leeds | LS6 1DP 📍

sugarhouseproperties.co.uk 🔗