

- Plaster on walls and ceilings must not be damaged.
- If you leave “Artex” or similar on the walls that have a sharp edge or causing other problems, we may remove it and you may be charged for the cost of removing and the making good.
- Any alterations or Installations carried out by you, or by the previous tenant, must be reinstated unless the council has agreed in writing that they can be left. (This is not the permission letter you received when you applied to alter your home).
- Laminate flooring must be removed otherwise you will be charged the cost of removing it and the cost of making good the floor surface. (If you live in a house or a ground floor flat you can leave any laminate flooring as long as it is in good condition and fitted properly).
- Carpets and other floor coverings must be removed unless they are in excellent condition. If they do not meet our standards and we have to remove them, you will be charged.

Secure the home:

When you move out you must turn off the gas, electricity and water supplies, and lock the doors and windows. Gas appliances (such as gas cookers) **must** be ‘capped off’ by a registered gas engineer.

If your property doesn’t meet the above standards and there is evidence of damage, neglect, or misuse, we will charge you the costs of getting the property up to the required standard.

New tenants

We may ask you to allow a potential new tenant to view the property with a member of staff before you leave.

This written information is available on request in other formats or languages. Please contact 023 8083 2819 for help.

www.southampton.gov.uk

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A guide to moving out of your council property

Information from Southampton City Council

Moving out standard



We want our homes to be safe, secure, clean and in good condition. The moving out standard has been agreed by customers and staff. It is a list of all the things we need you to do to help us get the property ready for the next tenant.

What is the moving out standard?

This standard has been agreed with your tenant representatives. When you move and your property becomes empty we will inspect it and carry out any necessary repair work so that the Moving out Standard is met, We will charge you for any work that we have to do so it is in your best interest to make sure that you do everything you can to meet this standard:

The condition of your council property:

Before you leave your home you must allow someone from Southampton City Council (SCC) to come and check that you will be leaving the property so that it meets the Moving out Standard. You will need to have given us four weeks notice before you move so this will give you time to make sure that your property meets the standards.

- Leave your home clean, tidy, in good repair and decorative order (including any garden, yard, balcony or shed, loft). If any repairs are needed please report these to **“Action line” immediately on free phone 0800 5191919 Option 4** and arrange for this work to be completed before you move out.
- Make sure that you clearly label and hand in all the keys, and door entry fobs, for your property including shed keys & window keys.
- Leave gas and electric meters without any debt.
- Electric keys and gas cards must be left in the meter at the property, with the contact details of your gas and electricity supplier.
- Leave any operational or instruction manuals for appliances or heating systems.

Safety checks

- Glazing must not be damaged.
- Smoke alarms must be in good working order.

Outside the property

- All fencing & gates must be in a safe condition and any outstanding repairs must be completed before you move out. (Repairs will only be carried out by SCC under the current fencing policy).
- Leave a tidy garden and clear any garden rubbish. All garden paths must be in a safe condition.
- Garden bushes & lawns must not be substantially overgrown.
- Any structures built/erected by you (e.g. sheds, greenhouses, walls, patios & paths) must be removed before you leave.
- Garden ponds must be removed or filled in.

Inside the property

- The building must be safe and free from leaks.
- Any doors damaged or removed, must be refitted, repaired, or replaced.
- All your own belongings and any rubbish **must** be removed, including from loft spaces, balconies & sheds. Any furniture or bulky items you are not taking with you, you must contact action-line to arrange for its collection before you move out.
- The property, including windows, must be clean.
- Windows and doors must open and close easily; any repairs must be completed before you move out.
- All polystyrene decorative finishes like polystyrene tiles & coving must be removed and the surface/surfaces made good.
- All electrical switches and appliances should be in good working order, clean and free from paint.
- Electrical DIY metal switches, sockets and light fittings should be replaced with standard fittings.
- Bath, wash hand basin, and WC suite should be clean and free from cracks and holes.
- Banisters, balustrades should be in place and safe.