

Moving Out Standard

Information from Southampton City Council

A guide to moving out of your home



This Moving Out Standard has been agreed with customers and staff. Please read it carefully, as it contains important information related to the moving out process.

Your tenancy agreement requires you to give us four weeks' notice that you intend to hand back your property, during which time we may carry out a 'pre-vacation' inspection of your home. When you move, we will inspect the property to check that you have met the Moving Out Standard. If you fail to meet the standard, we will charge you for any work we have to do.

It is therefore in your best interest to make sure you do everything you can to leave the property in an acceptable condition.

The condition of your council property

- 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 them and arrange for this work to be completed before you move out. The quickest and easiest way to report a repair is online at southampton.gov.uk/repairs. Alternatively you can call **023 8083 3006**, 8.30am-5pm, Monday-Friday.
- Make sure that you clearly label and hand in all the keys, and door entry fobs, for your property including shed keys and window keys. Remember to label the keys with your house and shed number where appropriate.
- 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 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 and gates must be in a safe condition.
- Leave a tidy garden and clear any garden rubbish. All garden paths must be in a safe condition.
- Garden bushes and lawns must not be substantially overgrown.
- Any structures built/erected by you (e.g. sheds, greenhouses, walls, decking, patios and 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 and sheds. Any furniture or bulky items you are not taking with you must be removed. Some local charities will collect furniture in good condition free of charge, but you must ensure any collection has taken place 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 and coving must be removed and the surface/surfaces made good.
- All electrical switches, fans and heating 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.
- 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.

Remember to redirect your services

Before you move, you may want to consider contacting your service providers to advise them of your new address:

- Council rent
- Council tax
- Electricity
- Gas
- Water
- Telephone landline
- Cable TV and internet
- TV Licence
- Mail redirection (Royal Mail)