



HOW TO GET YOUR DEPOSIT BACK

EVERYTHING YOU NEED TO KNOW



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Introduction

In recent years there has been huge growth in the private rental market, millions of UK residents now rent their homes from private landlords. In many areas a shortage of supply and high demand for properties have forced rents and associated costs to rise significantly. It is not unusual for many landlords or agencies to request a security deposit equivalent to six weeks rent, in prime locations or popular neighbourhoods, this can sometimes equate to thousands of pounds. Naturally, tenants are often concerned that some or all of this money might be withheld for spurious reasons at the end of their tenancy. Whilst the majority of landlords and agencies are generally fair and reputable, a significant minority can be difficult and unreasonable (and sometime even fraudulent). The purpose of this short guide is to help facilitate a smooth checkout process, explain some of your basic rights and to hopefully help you to recover your deposit as speedily as possible.

By far the single biggest source of dispute on checkout is the standard of cleanliness. Tenants are generally expected to return the property in the same condition they found it on check-in, with some allowances for fair wear and tear. Although on the face of it this might seem straightforward, in actuality, determining levels of cleanliness can be very subjective. Determining fair wear and tear also introduces further ambiguity.

Before moving into any rental property you should be given a copy of an up to date and recently completed inventory report. You should always thoroughly check the condition of property before signing the inventory report. If you discover any damage or issues that are not mentioned on the inventory, make sure that they are noted on all copies of the inventory (you will usually be asked to sign three). There should be an amendments page for this purpose, if not just make notes in the margin or a blank area of the report. Take your time to thoroughly inspect the property before signing, don't be rushed by whoever is checking you into the property (which could be the inventory clerk, landlord or letting agent). One copy of the agreed inventory/check-in report should be retained by yourself. Take plenty of photos, including close up shots highlighting damage or other issues. Email a selection of these photos with written explanations to the managing agent, the email will also act as a reliable date stamp for your photos. Even after you have signed, you must still be given a fair opportunity to report issues not picked up during your check-in. For example, you may discover that some appliances do not work or that a wall tile is cracked or loose. Report these issues in writing as soon as possible (you are usually given 7 – 14 days to report further defects), email is probably the best and fastest way of doing so, you can also attach additional photos where necessary and explanative.

Deposit Protection

Since 2007, when you pay a deposit for any assured short hold tenancy (AST) in England and Wales, by law that deposit has to be placed within or covered by one of three deposit protection schemes within 30 days. In theory you can sue your landlord for up to three times the value of your deposit if they (or their agents) fail to do so within the stipulated time period. In practice however, such claims can be legally onerous and tenants rarely take this option. You can check online, via a government website, whether your deposit has been protected in one of the three schemes. At the end of your tenancy, if your landlord insists on making deductions from your deposit that you feel are unwarranted or unreasonable you can appeal to an independent adjudicator. Statistics show that only about 1% of tenancies end up in adjudication, which implies that 99% of tenants either received their full deposit back or agreed to a deduction. This however is not the complete story, many tenants end up agreeing to unfair and excessive deductions from their deposits either because they are unfamiliar with the law or to ensure that the balance of their deposit is return promptly.

Damage

You should always report any damage to the property, as and when it arises, to the managing agent or the landlord (if they are managing the property themselves). You are only responsible for damage caused as a result of your own actions (or fellow tenants or guests), not general maintenance and renewal or damage arising from issues beyond your control (such as burst pipes or storm damage). If you accept liability for the damage, then you will usually be given an opportunity to repair it, provided you instruct a reputable and competent tradesperson (remembering to keep the receipt as evidence). It is possible for a tenant to obtain contents insurance which covers not only their own belongings, but the landlords furniture, fixtures and fittings as well. This may be worthwhile considering if you have moved into an expensive high specification property.

Common Damage Issues & Fixes

- **FRIDGES:** *Broken or cracked plastic draws and fittings, plus glass shelves inside of the fridge and freezer.* Super glue can be used to stick together broken plastic parts, you cannot do anything about the cracks. Your local glazier can cut glass sheets to size to replace broken shelving, you will have to super glue plastic fittings that are meant to attach to the shelf.
- **CARPET & UPHOLSTERY:** *Burn marks on the carpet of upholstery, particularly from irons or cigarettes.* It is possible to get small areas of the carpet re-tufted whereby holes are repaired using spare or similar tufts of carpet. It is only worthwhile having this done if the carpet is very expensive. It is also possible to transplant larger areas of carpet (from say inside a wardrobe), to replace a burnt or stained section of the same colour and type. Replacing larger areas however is almost always very noticeable (due to colour and wear differentials) unless the carpet is near new and carpet pile is deep.
- **PLASTER:** *Holes in walls due to picture hooks or wall fittings. Use a suitable filler to make good the hole.* Carefully sand down the filler surface when it has dried so that it is smooth and flush with the wall. Use a small dab of matching paint to blend it with the existing décor. You will probably not obtain an exact colour match, but if the paint dab is small, it will not be very noticeable.
- **FURNITURE:** *Flat pack furniture that is falling apart.* If the furniture is old and nearing the end of its life you can argue that any damage is due to fair wear and tear and you should not be held liable. If you have damaged the furniture through improper use or simply trying to move it without due care or excessive force, you may be liable for its repair. Flat pack furnishings can unusually be repaired by the use of reinforcing brackets or plates and gluing where necessary. If you do not have the skills and ability to do this yourself, any competent handy person will be able to do the job. Bear in mind however that it may not be worthwhile repairing if the cost of the repair approaches or exceeds the cost of a replacement unit.

Betterment

Even if you have damaged the property or its furnishings, fixtures and fittings, the landlord cannot necessarily charge you the full cost of repair or replacement. Betterment occurs when something is returned in a better condition than its original state when you took possession. If by repairing or replacing something its overall condition (and thus life span) or value has improved, then you would be entitled to a proportionate discount off the cost of the repair or replacement. For example, if you stained or burnt a hole in the carpet and the carpet was say 3 - 4 years old (typically halfway through its envisaged lifers for a rental property) the landlord cannot reasonably charge you the full cost of a replacement carpet as he or she has had the benefit of 3 - 4 years use. You should only be expected to pay half the cost of replacement and possibly much less than this if the carpet was in a poor state when you moved in. Frequently landlords will try to insist that you replace damaged items on a new for old basis, this however is legally unenforceable.

Fair Wear & Tear

Your landlord cannot make deductions from your deposit to replace or renew décor, furnishings, fixtures and fittings that have simply deteriorated with age due to normal usage, this is known as fair wear and tear. All property owners have to spend money to maintain their properties, tenants are not responsible for this expense. If the amount of wear and tear for any given item is deemed excessive by a reasonable person, given its age and usage, then you may have some liability for its repair or replacement. Determining what is fair or excessive wear and tear can be incredibly subjective and can be the source of numerous arguments on checkout. Perhaps the best way to minimise the possibility of a dispute at the end of a tenancy is to look after the property and treat everything as if it were your own. Simple actions like removing your shoes before entering the house, not smoking inside the house and regular cleaning of the property will help to minimise general wear and tear.

Paintwork

The paintwork of a tenanted property is not expected to be in a pristine or its original move-in condition at the end of a tenancy, allowances must be made for fair wear and tear, depending of the length of your tenancy. Paintwork tends to be particularly difficult to assess and reasonably determine fair wear and tear, however the following will generally not be considered fair wear and tear:

- **Any writing or graffiti (young children tend to be the main culprits)**
- **Heavy scuffs, possibly caused by leaning bikes up against the walls**
- **Greasy finger marks, particularly around light switches**
- **Marks caused by blue tack residues selotape or other adhesives**
- **Tears in the wallpaper or lining paper**
- **Discolouration due to mould**

A landlord would reasonably be expected to repaint or renew the décor of a tenanted property every five years. If the paintwork is older than this you may be able to reasonably argue that you should not be liable for any excessive deterioration as redecoration was due anyway.

Some tenants opt to repaint some or all of the property at the end of their tenancy with the aim of eliminating a possible source of dispute. If you do plan to do this, you should obtain the permission of the landlord in the first instance. If the paintwork is sloppy or substandard, you may still be charged for repainting, so you should make sure that the work is carried out to at least the same standard as the original paintwork. Painting a whole property to a good standard can be time consuming and expensive, it is rarely worthwhile doing. More commonly, some tenants will attempt to touch up patches or marked or damaged paintwork. However, it is generally not a good idea (unless it is a very small dab to cover a filled in hole), as it is almost always noticeable that it has been done. If you do need to repaint an area, paint whole walls instead; because of the differences in aspect it is much more difficult for the human eye to appreciate slight variations in shade.

Clear Your Possessions

Don't leave anything in the property that wasn't there when you moved in unless you obtain prior written approval. Even if you think the item might be useful, you may be charged for its disposal.

Mould Issues

To minimise the occurrence of mould, property interiors need to be kept dry and well ventilated. Although there may be structural inadequacies that contribute to its formation, landlords will often seek to hold their tenants fully responsible. Provided you take reasonable measures (of which you may be advised by your landlord or managing agent), you should not be held responsible for mould formation.

- Don't routinely dry clothes indoors, this can contribute to excessive humidity
- If damp is known to be an issue, periodically use a dehumidifier (especially if your landlord has supplied one)
- Make sure that all rooms in the property are adequately heated (especially during winter), if a radiator or heating appliance is not working, notify your landlord at the earliest opportunity
- Clean your bathroom regularly and use a squeegee to remove water droplets from silicon seals and tiles.
- If fitted, regularly use extractor fans or open a windows to ventilate the air, especially in rooms prone to condensation like the bathroom and kitchen
- At the first indication of mould formation, use an anti mould product or bleach

Cleaning Issues

Cleaning is by far the biggest source of dispute at the end of a tenancy. You are ordinarily required to return the property in the same state at the end of your tenancy (with allowances for fair wear and tear), as it was when you moved in. Your

tenancy agreement will probably stipulate that you have the property professionally cleaned at the end of your tenancy (even if it wasn't professionally cleaned when you moved in). These clauses however are usually unenforceable in law, whilst the landlord may be able to insist that the property is cleaned to a professional standard when you move out, they have no legal right to dictate how that is achieved. The landlord can also not insist that the property is returned in a better state than when you entered, unless you were compensated for any cleaning deficiencies at the start of the tenancy.

What is a professional standard of cleaning?

By definition, a professional service is one which is undertaken by a commercial entity in return for payment. In the context of an end of tenancy situation, it is generally taken to mean an extremely high standard of cleaning, typically much better than the normal everyday cleaning undertaken by a householder or housemaid. This definition still leaves a great deal of room for subjectivity and there is no universally agreed definition or absolute industry standards. That being said, there is generally a chasm between the standards of an experienced end of tenancy cleaning professional and the common-or-garden variety of maid or domestic cleaner.

Can I do the Cleaning Myself?

As previously stated, any stipulation that you instruct a professional cleaning company to clean your property at the end of your tenancy is almost certainly unenforceable. If you decide to attempt the job yourself, do not underestimate the time required and the difficulty of the task. Even if you can attain the necessary standard, you will typically take longer to complete the job than experienced end of tenancy (EOT) cleaners who do the job day in day out. To be a really good EOT cleaner, an eye for detail is required, not everybody is good at spotting deficiencies or mistakes. The way that our brains process information from our eyes, means that we often have blind spots within our field of sight, these often cause us to fail to notice issues until they have been explicitly pointed out.

The following are the top 24 cleaning issues that are most frequently noted by inventory clerks and landlords. Whether you decide to do the cleaning yourself or not, you should double check all of the following areas:

- **Washing Machine: Soap tray and rubber seal. Plus any grime around the control knobs, buttons and visible grooves**
- **Air vents and extractor covers in the bathroom and kitchen**
- **Hair in plug holes and shower traps**
- **Debris/Rubbish in between and underneath sofa cushions**
- **Dirty oven and hob: particularly carbon deposits and baked on fat**
- **Greasy Extractor hood and filters**
- **Greasy tiles/ splash-back oven surrounds, all surfaces should be grease free to the touch**
- **Greasy cupboard handles**
- **Dusty skirting boards**
- **Finger marks on or around light switches**
- **Dust, finger/grease marks on both sides of all doors**
- **Dusty Lights**
- **Cobwebs,**
- **Windows and frames**
- **Limescale, particularly on taps and showerhead**
- **General scuff and marks on walls**
- **Mould issues on walls, ceilings and silicone seals**
- **Dirty or stained carpets**
- **Dirty/smelly Fridge**
- **Frosted Freezer**
- **Blue tack/stickers**
- **Toilet, underneath the bowl and around the back plus the soil pipe**
- **Radiators: remove any dust or marks from the front panels as well as the back/sides/underneath (as far as reasonably possible) plus associated pipes/control knobs**
- **Stains on mattresses**

How to Select a Suitable End of Tenancy (EOT) Cleaning Company

In general, the cleaning industry has a deserved reputation for poor quality and inconsistency of service, it largely fails to provide the training and professional development for its workers that is common place across a range of other industries. Its workforce tends to be poorly motivated and poorly paid, resulting in high rates of staff absenteeism and turnover. Because of low barriers to entry to the cleaning industry (people can and do set up cleaning businesses very quickly), the market has become extremely competitive, resulting in low fees and high rates of business failure. With this backdrop, most companies and cleaning professionals struggle to deliver a reliable and impressive services to their clients.

Most cleaners are either independent tradespeople or work for companies employing fewer than 20 staff. In the end-of-tenancy cleaning sector, it is common practice for companies to subcontract the bulk of their work to self-employed independent cleaners. This tends to happen because of their highly variable workload, one week they might be extremely busy and the next very quiet, it is therefore not usually viable to use permanent employed workers for all of their jobs. Some EOT cleaners and companies are excellent and will do a very thorough job. Other are not so thorough and the quality of their work can be poor. Bear in mind also that often the some of the most expensive companies will not always use the best and most reliable cleaners. It is possible to obtain one off cleaning services from as little as £7 - £10 per hour (for labour only), either from an agency or a local self-employed cleaner (they tend to advertise on billboards or classified ads). However, unless they are experienced in EOT cleaning, they may not be able to attain the required standard. Additionally, they are unusually uninsured and may not provide you with a proper descriptive receipt. If you are paying for labour only, you will have to supply equipment and cleaning products.

If you instruct a company to undertake a complete EOT clean, they will supply all of the products and equipment required and will usually charge a fixed price, which would be agreed from the outset. Although it is considerably more expensive than paying a cleaner to clean by the hour, it is less hassle as you do not have to supply anything or supervise the work. They will usually work to a standard specification and base their charges on outcomes rather than processes or time taken. For a typical two bedroom flat, expect to pay anything from £150 - £400 for a full clean including carpet cleaning throughout.

Why is it so Expensive?

Sometimes tenants are surprised at the cost of EOT cleaning and some of the charges may seem excessive. Most cleaning companies will generally charge what is equivalent to £12 - £25 per hour for their general cleaning services and £30 - £100 per hour for carpet cleaning. Most of the high price operators will tend not to state their typical hourly rates, simply because they may appear excessive to prospective clients. There are however reasons for some high charges and cleaning companies are not necessarily profiteering. What needs to be borne in mind, is that any sort of professional service is almost always considerably more expensive when instructed for a one-off job as opposed to a regular service contract. The cleaning company not only has to pay for cleaning staff, but also pay to run and staff an office. Vehicles, equipment and professional cleaning products will also add to a company's cost base. Most professional service providers will be insured and indemnified, lower cost operators will often not bother in order to save money. Carpet cleaning is expensive, in part due to the costs of purchasing and maintaining a professional setup. A portable, professional grade carpet cleaning extractor and accessories typically costs £2000 - £5000. A truck-mounted carpet cleaning setup (a very large machine fitted into a van with its own water tank) can cost £30,000+, with very high maintenance costs. Some companies cut corners and costs by using much cheaper domestic grade or rental carpet cleaning equipment which generally gives inferior results. Because EOT cleans are one-off jobs, once completed, companies then have to expend considerable time and resources continuously finding new clients. Large EOT companies will also be VAT registered, which adds a further 20% to their prices. When all of these costs are factored in, the costs of EOT cleaning should not be a surprise.

Using the Managing Agents Cleaning Service

Quite often, the managing agent will offer to arrange the cleaning for you, they may even use their own cleaning and maintenance business. Some tenants opt for this because it usually guarantees there will not be any cleaning issues on checkout. However, asking the managing agent to arrange the cleaning is almost always the most expensive option. They will usually add a hefty administration charge for their time (or the cleaning company may pay them a commission). There

is little incentive for them to offer good value for money by negotiating competitive prices with cleaning companies, indeed sometimes cleaning and admin charges can exceed £500 for very modest properties. If you choose to instruct your own cleaners or cleaning company, the letting agency may still instruct their own cleaners to re-clean (sometimes at full price) if they are not happy with the original clean. You could end up paying twice for the same service. The good news however, is that excessive cleaning charges are rarely upheld if you appeal the matter (with supporting evidence) to the adjudicator, any deductions from your deposit have to be reasonable and proportionate.

Be Wary of Online Reviews and Ratings

Some EOT companies have fantastic online reviews and testimonials, unfortunately, in many instances these recommendations are either unrepresentative or fake. It is well known that some review websites filter negative comments and feedback for some companies. They do this because the company concerned may be an advertiser or pay them some sort of subscription. Some companies will also pay for people to create fake profiles and post positive reviews for their services (and sometimes negative ones for their competitors), in some industries the problem is endemic. Personal recommendations are generally a much more reliable means of determining whether a company is any good.

Questions to Ask Your EOT Company/Cleaners

You may not have the benefit of any personal recommendations or a company you have used before. In which case you will have to instruct somebody new. To make an informed decision, you should consider asking some of the following questions. If they do not give you clear or believable answers, then perhaps it is best to avoid them.

- What experience does your business and its staff have, are you experienced EOT cleaners?
- Are you fully insured? This should include public liability cover of at least £1,000,000, plus employers liability (if they employ staff) and professional indemnity which covers professional negligence and misjudgements
- What carpet cleaning equipment do you use? Do they use professional or domestic/rental carpet cleaning equipment? George/Vax/Bissell/Rug Doctor/Karcher types are generally considered domestic or rental grade machines.
- Do they have their address and landline phone number on their website or literature? In the event of a dispute, you will need their address to commence legal proceedings.
- Do they only accept cash? You should be suspicious of any business that only accepts cash in all circumstances. To be fair, some EOT cleaners might reasonably insist on cash payments if payment is only taken on completion. This is because you are moving out of a property and they cannot verify your new address, in the event of a legal dispute, your current address will be required. Payments by cheque or credit card can be stopped after they are accepted, so a trader will not consider them guaranteed forms of payment and thus inherently risky.
- Do they have a detailed specification? All established EOT companies should be able to provide you with a detailed written specification, if they do not, you cannot be sure what you are paying for and thus you should avoid them for this reason alone.
- Do they have a professional looking website (or any sort of website). In this day and age, all professional companies should be able to refer you to a website detailing their services.
- Can you communicate effectively with them? Whilst it is not necessary for them to be native English speakers (most of them will not be), you do need to be able to clearly communicate your requirements and for those to be understood to avoid any misunderstandings.
- Do they provide a receipt with full contact details? This is very important, you will need to show this to prove you have had the property professionally cleaned
- What is their return policy? Even the best companies can sometimes miss or overlook some cleaning details, make sure they are prepared to return (at no extra cost to you), to rectify their mistakes or oversights.
- Do they make unbelievable promises? Some companies will promise you anything and everything. Some will even guarantee the return of your deposit (which they are almost certainly not in a position to do). If their claims seem incredulous or implausible, it is probably best to avoid them
- Do they provide all of their own products and equipment? If you booked a plumber and they asked to use your tools, you probably wouldn't be very impressed. Part of being a professional, is choosing the right tool or product for the task in hand. If they are dependent on other people's tools or products, then they will not be well practiced in their use and they may not even be well suited to the job.

- Do they ask for any money upfront or a deposit? Some companies will ask for a deposit or even full payment upfront, whilst there is nothing wrong with this, it is nevertheless preferable that you are allowed to make payment on completion - so that you can inspect the work before handing over any money.

Replacing lightbulbs & Consumables

As part of your tenancy agreement you will probably be required to replace any bulbs that are not working (if a light has failed due to a faulty electric, then you will not be responsible). If you fail to do so, some landlords will try to charge you in excess of £20 per bulb (although this might seem excessive, most tradespeople will typically have a £40 or £50 minimum charge). Also, if applicable and required, make sure you replace the filter paper in the cooker extractor hood (most don't have filter paper nowadays, but some will). Additionally make sure you test and replace smoke detector batteries if necessary.

Outside Areas

If you are responsible for any gardens pathways or patios, these should be returned in a presentable state, free from rubbish or leaves. The grass and any borders should not be overgrown. You will generally not need to wash or jet wash pathways or patios unless they have been stained or excessively soiled during your stay. Check any outbuildings like sheds and garages if you have any, they will generally only need to be swept and dusted down internally. You should ensure that any tools provided by the landlord are present and functional.

Further Guidance

The best guide as to how you should return your rental property is what it was like when you moved in. If it was immaculate when you moved in, then in general you will be required to return it in the same condition (with allowance for fair wear and tear) when you move out. If the landlord clearly spent a great deal of money or effort to create a desirable and clean residence, they (or their agents) will probably be very demanding in their expectations when you move out. If however the property was shabby and dirty when you moved in, it is not reasonable for anybody to expect that you return the property in a better state when you move out. Unfortunately, not all landlords and letting agents are reasonable, however, if you persist and stand your ground (where you are in the right), you will almost always win in the end and get back whatever deposit you are rightfully due. Landlords sometimes behave unreasonably because they know their tenants often need their deposits returned quickly in order to pay for their next tenancy. This reality places the landlord in a very strong position, which sometimes they will use to take advantage of you. Your best defence is to try not to be in a position where you are dependent on your deposit being returned promptly, this is easier said than done. If you can wait and follow all of the appeal process open to you, it is very difficult for a landlord to win in the end.

It is a good idea to ask your letting agent or landlord what their requirements are with regards to end of tenancy cleaning, sometimes they will send detailed guidance notes to help you. Also refer to your tenancy agreement, it should state whether or not you are expected to clean the property to a professional standard (if it doesn't, your landlord can't insist upon it later). Sometimes tenants invite their landlord or letting agent to the property a few weeks prior to checkout, asking them to highlight any possible issues, but they will not necessarily agree to do this.

Although in most cases you will probably be dealing with a letting agent during your tenancy, the landlord is still ultimately responsible for returning your deposit. If the letting agent goes bust, as sometimes happens, your only realistic recourse is to pursue the landlord directly. You are legally entitled to know the name and registered address of your landlord, the letting agent must supply this information within 21 days of a written request. Even if you do not make any use of this information, it is always useful to know, just in case.

Typical EOT Exclusions and Limitations

You may be asked, as part of your tenancy agreement, to professionally clean some or all of the following specific items or areas. They are rarely included as a standard features of an EOT clean so you may have to pay extra if you need them done.

- **Curtains**
- **Venetian blinds or any other type of window blind**
- **Upholstery and soft furnishings**
- **External windows**
- **High level cleaning over 2m, apart from dusting**
- **Moving any heavy items of furniture or appliances**
- **Washing down the walls and ceilings**
- **The clearance and disposal of unwanted possessions or rubbish**
- **Any cleaning or tidying of the external parts of the property (with the possible exception of the front door)**
- **Loft spaces, garages and outbuildings/sheds**

To clean some of the above to the highest standards can be extremely expensive. Curtains for example would need to be cleaned off-site and could cost more than £100 for a full length pair, plus take-down, re-hanging and transportation costs. As a cheaper alternative, your EOT cleaners may offer an in-situ clean, which although less effective, but may satisfy the requirements of your landlord. Venetian blinds are only worth cleaning properly if they are expensive ones, for cheaper or well used ones, it usually makes more sense to replace them than it does to take them down and clean them off-site. Provided upholstery and soft furnishing are not obviously soiled and stained, vacuuming will usually suffice. If you do need to get your external windows cleaned, ask a local window cleaner who already cleans other properties on your street, it will almost certainly be much cheaper than asking the EOT company to do them.

Independence and Fairness of the Inventory

Inventory clerks, the people who will probably access your property when you move out, are meant to be fair and objective. Whilst this is usually broadly the case, sometimes there is a clear bias in the interests of the people who are paying them (usually the letting agent). If you disagree with any aspect of their report (for both check-in and checkout), say so in writing, providing your own supporting evidence. Sometimes inventories are undertaken by the landlord or letting agent themselves, these are much more straightforward to challenge in the event of a dispute as they clearly have vested interests.

About Top Marks Cleaning

We are a highly experienced end of tenancy cleaning business, over the years we have cleaned thousands of properties to professional standards. Additionally, as a separate service, we also undertake property inventories (Top Marks Inventories), meaning that we are very familiar with the standards typical landlords expect. Whether you choose to use our services or not, we are always happy to offer specific and individual advice, please feel free to contact us at any time.

For general end of tenancy cleaning advice, email: advice@topmarks-cleaning.co.uk

For an instant online end-of-tenancy cleaning quote click here: www.topmarks-cleaning.co.uk (Our best prices are only available using our online quote generator, you will be given a quote reference number which you will need to state if you wish to proceed with a booking).

To make a booking call **02033978970** (you will need a reference number from our online quote generator).