

## Tenant Check Out

### **Need to know how and when you'll get your deposit back ?**

1. Let us know as soon as you can exactly when you will vacate the property and return the keys to Clarke's. The sooner we book the Check Out Inspection the sooner we can process your deposit repayment. **Remember, we can only do the Inspection when you've returned your keys.**
2. Please advise us of your **forwarding address and any new email address** or phone numbers. This is required for releasing the Deposit from the Protection Scheme.
3. **Before you leave**, look at your inventory – you need to return the property to at least the same condition as you received it. Also look at your Tenancy Agreement, you may be required to professionally clean the property.
4. Even minor repairs, minor damage or cleaning can cause significant delays. Also remember to locate items like window or garage keys and parking permits. **We can help before you leave so you get your deposit back sooner.**
5. The Check Out Inspection will be one visit (approx. 1 hour) to compare the vacated property against the original Inventory from when you moved in. Notes and photographs will be taken. **A report will be issued to you and the landlord.**
6. Previous Inspection Visits and Reports may also be reviewed and your rent account will also be reviewed.
7. If there are any charges to be taken from your deposit, for example for repairs or late rent charges then these will be **itemized and you will be notified in writing.**
8. Your deposit is protected by the DPS and we will input our authorization details to the DPS to release the Deposit to you (less any proposed deductions if applicable).
9. **In order to receive your deposit you must input your authorization details to the DPS along with your bank details. The funds should be in your account within 5 days of this.**