



**Property Letting & Management**  
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Company Number 04874468

12 June 2014

Dear Tenants,

### **IMPORTANT NOTICE: KEY RETURN AND RETURN OF BONDS PROCEDURE**

#### **KEY RETURN:**

Tenants must **return their keys** back to the office and **sign the Key Return Form** before the last day of your tenancy (in most cases this will be **12.00** midday on **30th June**).

Any key returned after the deadline will be charged at a rate of £25.00 per key, per hour. Late keys pose a serious threat to security. When we have to change locks because of this, the cost of changing the locks and replacing all the keys (which can be hundreds of pounds) will be charged back to the tenants.

Ideally each tenant should return his or her own keys, and sign and date the Key Return Form. We will accept keys returned by anyone else but this is at the tenants risk, and we will ask the individual returning the keys to sign the Key Return Form on behalf of the tenant.

#### **KEY RETURN BY POST:**

Keys may be posted however this is done at the tenant's risk. We advise you to ensure keys are wrapped safely and securely so they cannot fall out and ensure that appropriate insurance and tracking / recorded delivery is used.

Please make sure the property address is not with the keys. Use the tenants' name so we can identify to which property the keys belong. Somebody in the office will sign-in any keys we receive in the post. We advise anyone posting keys to check with the office to make sure they have been received and signed-in correctly, prior to the deadline.

The letter box at No. 5 Victoria Road is a communal letterbox. Posting keys through this letterbox is not a safe and secure way to return them.

Stone House Properties cannot be held responsible for any keys that are not returned correctly or get lost. Charges will be applied for any lost or late keys because we must have all keys back before we can inspect the property and have the keys available for the next tenants on the 1st July.

#### **BOND RETURN AND PROOF OF UTILITY PAYMENT:**

- Please provide written confirmation from your utility suppliers (**gas, electric, water and council tax**) that all bills have been paid in full, up until the last day of your tenancy. On average, bonds will be returned within 4 - 6 weeks from receipt of this confirmation.
- You will need to call your suppliers on the **last day** of your tenancy to provide them with your meter readings and ask them to send you your final bill to your new address for payment.
- Please provide Stone House with a final bill together with a bank statement that proves payment, or a payment slip from the post office, or a letter from the suppliers stating that your account is now closed and no payment outstanding.
- Please fill in the attached form and provide us with the name of your suppliers and the final meter readings for gas, electricity and water (where applicable).
- All outstanding rent for the whole property must have been paid in full.

**PLEASE NOTE:** Deposits will not be returned until we have received proof of all utility bills having been paid in full.

#### **PLEASE LEAVE THE PROPERTY IN A CLEAN AND TIDY CONDITION:**

- If the property is not left in a clean and tidy condition, we will arrange for the cleaners to clean the property after you have left. The charge for this will be deducted from your bond.
- All carpets and floor surfaces must be thoroughly cleaned and vacuumed.
- Remember to dust thoroughly (don't forget skirting boards and cobwebs). If the new tenants request that a cleaner is sent to do this, the cost of this will be deducted from your bond.
- **UNDER NO CIRCUMSTANCES MAY ANY OUTGOING TENANTS OR INCOMING TENANTS LEAVE ANY PERSONAL BELONGINGS IN ANY PROPERTY AFTER OR BEFORE THEIR TENANCY ENDS OR BEGINS**

The following areas must be cleaned thoroughly: -

##### **Kitchen:**

- Oven (inside and outside), Hob, Extractor Fan and Sink.
- All worktops and window sills must be wiped down.
- Kitchen cupboards must be emptied and cleaned inside, outside and on top.
- Fridge and Freezer must be emptied of food, defrosted, cleaned, **switched off** and doors left open ensuring that the doors do not close accidentally. (You may need to use an object to ensure this).
- Washing Machine, dishwasher and tumble dryer to be wiped out.
- Empty bins and remove from the property.
- Flooring.

##### **Bathroom:**

- Bath, shower cubicle, shower screen, shower curtain, mirrors, sink and toilet.
- Shelving units and window sills.
- Empty bins and remove from the property.
- Flooring.

##### **Living Room:**

- Furniture and curtains must be in the correct rooms and in place.
- Posters, blue tack and drawing pins must be removed from all walls. (Please be aware, any damage caused by blue tack, nails etc may result in redecoration costs, payable by all tenants equally in the property).
- Shelving units and window sills.
- Flooring.

**Bedrooms:**

- Furniture and curtains must be in the correct rooms and in place.
- Posters, blue tack and drawing pins must be removed from all walls.
- (Please be aware, any damage caused by blue tack, nails etc may result in redecoration costs – payable by all tenants equally in the property.
- Shelving units and window sills.
- Empty bins and remove from the property.
- Flooring.

**Cellars:**

- Must be emptied of all rubbish and removed from the property.

**Gardens:**

- Gardens must be cleared of rubbish.

**REMINDER OF CHARGES STATED ON YOUR TENANCY AGREEMENT:****Light Bulbs:**

All non working light bulbs must be replaced. If any light bulbs have not been replaced, we will charge £5.00 per light bulb. If you have replaced the light bulb and it still does not work, please email us to make us aware before you leave the property.

**Rent Payments:**

Late rent payment: £25.00 per missed/late payment. (If not pre-agreed in advance with the accounts department)

**Key return:**

Late key return at end of tenancy:

Charges start from **£25.00 per person per hour**, from return date and time stated on the tenancy agreement or by your notice given.

We may need to change the locks for non returned keys, which could make you liable for charges exceeding £350.

**NOMINATED TENANT:**

If all of the above is adhered to, then all the bonds will be sent as per terms and conditions of the Tenancy Deposit Scheme (The Dispute Service) after the end of the tenancy, to the nominated person. Please let us know whom the bonds are to be returned to, if you have not already done so.

**(They will also need to provide us with their bank details for so that we can transfer the deposit at the appropriate time.)**

*'We hope you have enjoyed living in the property and wish you  
all the best for the future ...*

Kindest Regards,

**All the Team**

**Stone House Properties**

My/Our Property Address is: .....

My/Our Landline Number is: .....

My/Our Internet provider is: .....

My/Our Television signal provider is: .....



My/Our ELECTRIC Supplier is:

.....

My/Our METER READING is: (LAST DAY OF TENANCY)

.....



My/Our GAS Supplier is:

.....

My/Our METER READING is: (LAST DAY OF TENANCY)

.....



My/Our Water Meter Reading is: (LAST DAY OF TENANCY)  
(If applicable.)

.....

**PLEASE REMEMBER** To call your suppliers with your meter readings so that they can send you the final bill to pay (to your new forwarding address) and send us written confirmation from the supplier (electric, gas & water) to prove that the final bill has been paid in full or a copy of your final bill together with your bank statement. The final person to return their key's **MUST** supply the meter readings.

Our **NOMINATED** Tenant/s name is : .....

PLEASE **RETURN THIS FORM** TO STONE HOUSE PROPERTIES  
**WITHIN 7 DAYS** OF LEAVING THE PROPERTY!



Stone House Property Investment Services Ltd - TA Stone House Properties

5 Victoria Road, Hyde Park, Leeds, West Yorkshire, LS6 1AS