



LET-BUY-INVEST PROPERTIES

Moving Out Guide

Effective Date: 01/07/2026 | Version: 1.0 | Policy Owner: LBI-JN

© 2026 Let-Buy-Invest Properties Ltd. All rights reserved. This document is confidential and proprietary to Let-Buy-Invest Properties Ltd. No part of it may be copied, reproduced, distributed, or transmitted in any form without prior written permission.

1. Introduction

This guide explains what you need to do when moving out of your property, so that the process is smooth, your deposit (where applicable) is returned promptly, and there's no confusion at the end of your tenancy. Please read it alongside your tenancy agreement and our Tenant's Maintenance Responsibilities guide, which sets out fair wear and tear and how any damage is handled.

2. Giving Notice

This section applies to standard tenancies. If you have been placed with us by a local council as temporary accommodation, this section does not apply to you — please refer to Section 10 for the process that applies to ending your placement instead.

Since the Renters' Rights Act came into force on 1 May 2026, tenancies no longer have a fixed end date — they run on a rolling (periodic) basis. To end your tenancy, you will usually need to give us at least 2 months' written notice, unless your tenancy agreement specifies a shorter notice period, in which case the shorter period set out in your agreement applies. Your notice needs to end on a day your rent is due, or the day before, and you remain liable for rent up to the date your notice ends.

- Notice must be given in writing (letter or email is acceptable) to the details in Section 9
- Please double-check the date your notice will expire against your rent due date — an incorrectly dated notice may not take effect when you expect
- If there is more than one named tenant on the agreement, please check with us how a notice from one joint tenant may affect the tenancy for the rest of the household
- If you'd like to leave earlier than your notice period would normally allow, you're welcome to ask — we can agree a shorter notice period in writing if this suits both parties

3. Condition of the Property

This general principle applies to all tenants, including temporary accommodation placements. We ask that you leave the property clean and in the same general condition as at the start of your tenancy, allowing for

fair wear and tear. Please refer to our Tenant's Maintenance Responsibilities guide for a full explanation of fair wear and tear versus tenant-caused damage, and the consequences that may apply where damage is found. If you are a temporary accommodation tenant, please also see Section 10.8 and 10.9 for further detail specific to your placement.

4. Moving Out Checklist

This checklist applies to all tenants, including temporary accommodation placements — please also see Section 10 for additional requirements specific to your placement.

- Remove all personal belongings and rubbish from the property, including any sheds, garages, or storage areas
- Clean the property thoroughly, including the kitchen, bathroom, floors, and any appliances
- Defrost and clean the fridge/freezer, leaving the doors open, and clean the oven and hob
- Leave any furniture or white goods provided by us in the property, in reasonable condition (see our Moving In Guide for what was originally provided)
- Make sure any items you added yourself, or alterations you made, are removed and the property restored, unless we've agreed otherwise in writing
- Return all sets of keys, fobs, and entry codes — see Section 7
- Take final meter readings for gas, electricity, and water

5. Closing Your Accounts

This section applies to all tenants, including temporary accommodation placements, as you are responsible for your own utility, council tax, and TV Licence accounts throughout your placement (see our Moving In Guide, Section 11.3).

- Contact your gas and electricity suppliers with your final meter readings and moving-out date to close or transfer your account
- Notify the local council that you are moving out, so your Council Tax account can be closed or transferred
- Close or transfer your water account, where applicable
- Cancel or transfer your broadband and any other services in your name
- If you hold a TV Licence registered to the property, update or cancel this as needed
- Update your address with your bank, employer, GP, and any other important contacts, and set up mail redirection with Royal Mail

6. Final Inspection

This section applies to all tenants. Temporary accommodation tenants should also see Section 10.7 for the specific key return deadline that applies to your placement.

We will normally carry out a check-out inspection shortly after you move out, comparing the property against the inventory or schedule of condition from the start of your tenancy. Where possible, we will try to arrange

this on or around your move-out date. You are welcome to be present for this, and we would encourage you to take your own photographs of the property's condition and meter readings on the day you leave, in case there are any questions later.

7. Returning Your Keys

If you are a temporary accommodation tenant, please see Section 10.7 for the specific key return deadline (12:00pm on the day you must leave) that applies to your placement instead of the general guidance below.

All keys, fobs, and entry codes must be returned to us on or before the last day of your tenancy. Please arrange this in advance with us using the details in Section 9. You remain responsible for the property, and for rent, until all keys have been returned and your tenancy has formally ended.

8. Getting Your Deposit Back

This section does not apply to temporary accommodation placements, as no deposit is taken for these placements. Temporary accommodation tenants should refer to Section 10 for information on ending their placement.

Where a deposit was taken, we will process its return within 10 days of agreeing the amount to be returned, in line with the rules of the tenancy deposit protection scheme it is held in. If any deductions are proposed (for example, for damage beyond fair wear and tear, or unpaid rent), we will explain these to you with supporting evidence. If you disagree with a proposed deduction, you can use the deposit scheme's free dispute resolution service — please see our Tenant's Maintenance Responsibilities guide for more detail on how damage and recharges are handled.

9. Contact Us

If you have any questions about moving out, or need to arrange your check-out inspection or key return, please contact:

- Contact: Jelena Nasi
- Email: jelena.nasi@let-buy-invest.co.uk
- Telephone: 0800 158 3548 (24 hours)
- Address: 200b Mitcham Road, CR0 3JG
- Website: www.let-buy-invest.co.uk

10. Temporary Accommodation Placements — Ending Your Placement

If you were placed with us by a local council, the following applies when your placement comes to an end. Your placement can be ended either by your placing council or by us (acting on the council's instruction) — the sections below explain the different ways this can happen and what to expect.

10.1 How Your Placement Can End

-
- The council offers you a new, more settled property and rehouses you
 - The council cancels your placement with us
 - The council instructs us to serve you with a Notice to Quit (NTQ)
 - Your placement is ended following anti-social behaviour

Each of these is explained in more detail below.

10.2 If the Council Offers You a New Property

If your council is offering you a new property, they will contact you directly about this. Once this has been confirmed with you, please let us know as soon as possible so we can arrange your move-out appointment and key return.

10.3 If Your Placement Is Cancelled by the Council

If your council decides to cancel your placement, they will send us a cancellation letter. Once we receive this, we will contact you directly to confirm the date by which you must leave the property.

10.4 Notice to Quit (NTQ)

In some cases, your council may instruct us to serve you with a Notice to Quit (NTQ). This gives you 28 days to find alternative accommodation. We understand this can be an unsettling time, and we will stay in touch with you throughout this period and do what we can to provide advice and support.

10.5 Anti-Social Behaviour and Loss of Your Placement

Engaging in anti-social behaviour (see our Nuisance & Anti-Social Behaviour Policy) can result in the loss of your temporary accommodation placement. In serious cases, your placing council may also decide to discharge their housing duty towards you as a result, which can affect your entitlement to further housing support. We would always encourage you to address any concerns raised with you as early as possible to avoid this outcome, and to speak to us if you are struggling, so we can try to help before matters escalate.

10.6 Extending Your Stay

If you feel you need to extend your stay beyond the date you have been given, you must contact your placing council directly. Only your council is able to authorise an extension to your placement — we are not able to extend your stay ourselves, even informally, without the council's instruction to do so.

10.7 Returning Your Keys

Regardless of how your placement ends, all keys, fobs, and entry codes must be returned to us by 12:00pm (noon) on the date you are required to leave the property. Please arrange this with us in advance using the details in Section 9. You remain responsible for the property until all keys have been returned to us.

10.8 Furniture and Condition of the Property

Please leave any furniture we provided (see our Moving In Guide, Section 11.2) in the property in reasonable condition, along with any white goods such as the fridge freezer and cooker. Please remove all of your own belongings and rubbish, and leave the property in a clean condition. If you brought your own washing machine or other items, these should be removed unless otherwise agreed with us.

10.9 Damage, Rubbish, and Consequences

Leaving the property with damage beyond fair wear and tear, or leaving rubbish or belongings behind, has consequences for you. Where this happens:

- The reasonable cost of any repair, clearance, or additional cleaning may be recharged to you, in line with our Tenant's Maintenance Responsibilities guide
- We will record the condition the property was left in, including photographs, as part of our check-out process
- We will report significant damage or rubbish left behind to your placing council, as this can affect your standing with them and any future requests for housing support
- In serious cases, this may also be considered alongside any other conduct concerns when your council reviews their duty towards you

If you are struggling to clear the property before you leave, please contact us as early as possible — we would rather help you sort this out in advance than deal with the consequences after you've gone.

10.10 No Rent to Settle

As your rent is paid directly by your placing council (see our Moving In Guide, Section 11.5), you will not need to settle any rent account with us when you leave, unless you have been informed of a separate charge during your placement.

Approved by: JN Date: 01/07/2026 Next Review Date: 01/07/2027