

## Private Landlord 'checking out' guide

### PREPERATION / INFORMATION

1. Ensure you have issued the correct notices at the correct time. Be mindful that illegal eviction is a criminal act so you must do things correctly. This can be a complex area — if unsure, seek independent legal advice or contact your Private Landlord Support Officer for general guidance.

2. Remind the tenant of their obligations under the tenancy agreement before it ends, preferably in writing. Many tenants stay in the property for a considerable amount of time and may not be familiar with the terms of their original agreement. A gentle reminder about what is expected of them can make discussions over deductions from the deposit easier to bear.

3. Discuss the checkout process (what time you expect them to leave, who will be there for example), in advance with the tenant so it is a seamless process on the day.

4. Wherever possible, ensure that the tenant attends the 'check-out' process. Ensure that their comments are noted if they disagree with anything during the process, and make reference to these comments when responding over deductions.

5. Check all items off the inventory and note anything that is missing or damaged. Best practice would suggest taking lots of pictures from different angles and vantage points both at this stage and at the commencement of a new tenancy. Remember, the burden of proof will be on the landlord to show that the tenants caused any damage to the property.

6. However, the landlord should take into account betterment and fair wear and tear; this will help manage expectations of what can be claimed against the deposit.

7. Make sure you get all the keys back and consider changing the locks for security for your next tenant.

8. It is always a good idea to take meter readings to pass on to utility suppliers as the Landlord is responsible for the bills over any vacant periods. It is also a good idea to ask for proof that any final bill has been paid by the tenants and to confirm who the current supplier is, in case this may have been changed.

9. Also inform the Council Tax department of the date that the tenants moved out and inform them of any forwarding address. You can telephone the section on (01382 431205) or by E-mail: [revenues.division@dundeecity.gov.uk](mailto:revenues.division@dundeecity.gov.uk).

Actions	YES/NO
Ensure you have issued the appropriate notices correctly. SAT <a href="http://www.edinburgh.gov.uk/downloads/download/501/ending_a_tenancy_pack">http://www.edinburgh.gov.uk/downloads/download/501/ending_a_tenancy_pack</a> PRT <a href="https://rentingscotland.org/landlords/ending-the-tenancy/">https://rentingscotland.org/landlords/ending-the-tenancy/</a>	
Remind your tenant in advance of their rights and responsibilities for leaving the property.	
Agree a plan for moving out day with the tenant well in advance.	
Discuss any concerns with your tenant at the checking out visit.	
Check all items off the inventory and take pictures.	
Be reasonable about your expectations considering 'Wear and Tear'.	
Collect all sets of keys.	
Check who the utility supplier is and provide meter readings. <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; padding: 5px; width: 150px;">Gas—</div> <div style="border: 1px solid black; padding: 5px; width: 150px;">Electricity-</div> </div>	
Update the Council Tax department— <div style="border: 1px solid black; padding: 5px; display: inline-block; margin-left: 100px;">Date contacted: Time:</div>	
Contact the relevant deposit scheme and arrange for the funds to be released accordingly.	
Ask for a forwarding Address : <div style="border: 1px solid black; padding: 5px; margin-top: 10px; width: 500px;">Address:</div>	

### **Contact your local Private Landlord Support Officer**

Should you have any queries or concerns about any of the above, contact Terri:

**Terri Kean — Private Landlord Support Officer, c/o Dundee City Council, Private Sector Services Unit, 5 City Square, Dundee DD1 3BA**

**07767256834 / 01382 433236**  
**terri.kean@dundeecity.gov.uk**

For free, impartial advice and support throughout your landlord journey