

How deposits are evaluated

Providing the property has been looked after, it's rare that there are significant deposit deductions. However, we would onward charge:

- Cleaning. Any cleaning hours we are billed for over the hours we are advised is typical for the property in question.
- Damage to property contents.
- Items missing from the inventory.
- Loss of keys.
- Rubbish disposal.
- Redecoration where the walls have been scratched, stained or damaged.
- Rent arrears.
- Any energy costs over the allowance documented in your tenancy agreement.
- Any damage to the gardens or external part of the property.
- Contractor call outs during the tenancy where it's been the fault of the tenants and not a maintenance issue.

Where the above incurs contractor costs we will provide a quote or invoice for the work. This information is submitted to the Deposit Protection Service (DPS). The costs will be evenly split across the group.

In the unlikely event that the cost of returning the property to how it should be is higher than the total deposits for the group, you will be made aware of the costs and an invoice will be raised.