

Move Out Standard Tick Sheet Booklet



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CarillionAmey are working on behalf of the Defence Infrastructure Organisation to provide an effective end-to-end housing service. A service that helps you to apply for Service Family Accommodation (SFA), move into it, live in it and move out of it comfortably. Our CarillionAmey team are here to help you and we are looking forward to providing a great service.

The aim of this booklet is to help you to make sure that the property you are moving out of meets the Move Out standard. At your Pre Move Out appointment your CarillionAmey Accommodation Officer will explain what you need to do to make sure that you can move out of your property efficiently. For more information please go to the Moving out section of Your Guide to Living in SFA.

The final pages in this booklet provide information on the 'Walk Away' cleaning, how it aims to make the Move Out process simpler for you and the costs associated with it.

If you make sure you do the following, you should have a successful Move Out and play your part in ensuring that all Service Families can move into properties comfortably and efficiently.

- Book and attend your Pre Move Out appointment; it is not optional it is part of the requirement of the Licence to Occupy your SFA.
- Act on the suggestions of your CarillionAmey Accommodation Officer to make sure your house is at Move Out standard.

If you need any further information about our services please contact us:

CarillionAmey website

www.carillionamey.co.uk

CarillionAmey Helpdesk

0800 707 6000

CarillionAmey Facebook

www.facebook.com/carillionamey

Maintenance

Open 24/7 365 days a year

Other services

Open Mon to Fri 0800 to 1800hrs

Face-to-face service

Local Customer Service Centres
across the UK

All Rooms

1. Internal Walls and Ceilings

1.1 Ceilings	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
1.1.1 Make sure there are no fungus, mould or nicotine marks or stains on the ceiling surfaces.		
1.1.2 If you have installed coving or polystyrene tiles these need to be removed.		
1.2 Decoration		
1.2.1 You will generally have been permitted to redecorate your home. Redecoration will be inspected prior to Move Out. Where it is considered that it does not provide benefit to the property, the Occupant may be required to make good (see 1.5 and 1.6 – Painting).		
1.3 Wood Surfaces		
1.3.1 If you have decorated wood surfaces, make sure they are painted (gloss white) stained or varnished as appropriate.		
1.4 Wallpaper		
1.4.1 Make sure that wallpaper is free from significant rips and tears.		
1.5 Painting		
1.5.1 Walls must be painted vinyl silk magnolia (available from B & Q) and ceilings matt white. You may repaint the internal walls and ceilings in other standard colours (in line with the Guidance in JSP 464) whilst living in the property but walls must be repainted magnolia and ceilings white prior to the Move Out. Where you have repainted, the painted surfaces in the rooms must be of a consistent colour. Where 'patch' paintwork is undertaken then it needs to be extended to an appropriate natural break. If this results in more than 50% of the surface area or in the case of walls more than two walls then the complete surface area or all walls of the room shall be redecorated. Where you have 'patch' painted it is acceptable that the best attempt has been made to match the colour and finish (i.e. silk or matt) of the surface. You must make sure that where you have painted, the walls are free from bubbling or cracking. If old paint splashes and runs from previous decorations exist you will not be required to remove them. However, 'fresh' paint splashes and runs are to be removed. Where you have decorated there is no need to remove switch plates and socket plates to carry out the works.		

All Rooms		
1. Internal Walls and Ceilings		
1.6 Paint splashes	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
1.6.1 If in the process of undertaking work yourself, there are significant or obvious paint marks or splashes on the carpet or hard floor finishes, you will need to remove them.		
1.7 Picture hooks, nails etc.		
1.7.1 You are advised to leave only 4 picture hooks per room. You must remove any protruding nails, screws etc. You need to fill and paint any holes.		
1.8 Cleanliness		Charges may be incurred
1.8.1 Remove all surface staining caused by grease.		
1.8.2 Make sure that all surfaces are in a hygienic condition and have been wiped down to remove dust, dirt, mould and surface marks.		
1.8.3 You must wipe down tiled surfaces and any residual powders from cleaning products need to be removed.		
1.8.4 Generally you need to make sure that all kitchen and bathroom surfaces and fittings are free from mould and limescale.		

All Rooms		
2. Internal Doors		
2.1 Doors		
2.1.1 You must make sure that the exposed face of doors are substantially free of holes. Small screw holes under 3mm i.e. where hooks have been removed, will be acceptable.		
2.1.2 Large holes or dents will need to be filled on painted doors.		All replacement or repair costs may be your responsibility.
2.1.3 Aluminium edging is fitted on the flooring at all internal doors.		
2.2 Ironmongery		
2.2.1 Please note: You do not need to polish any brass fittings; fixtures or handles.		

All Rooms

3. Floors

3.1 Carpet Fitting	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
3.1.1 If you have removed or replaced carpets, you will need to put the original carpet back.		
3.2 Vinyl Flooring Replacement		
3.2.1 If you have removed or replaced vinyl flooring, you need to put it back. You must make sure that any sheet vinyl flooring you put back is sealed at the edges with silicone sealant including around sanitary fittings.		All replacement or repair costs may be your responsibility.
3.2.2 Vinyl floors, sheet or tiled, needs to be free from cuts and gouges. Please note: Minor scuff marks and spots are acceptable.		
3.3 Carpet Cleanliness		Charges may be incurred
3.3.1 If there is documented evidence that you accepted a stained carpet at Move In, at Move Out, a carpet in the same condition (taking account of fair wear and tear) is acceptable, though the following will always apply:		
3.3.2 You need to vacuum all carpets to remove all loose debris and dust.		
3.3.3 Where the carpet is dirty you will need to clean it.		
3.3.4 You need to make sure that the carpet is free from infestation, hair and odours. Any stains caused by bodily fluids or faeces are unacceptable.		
3.3.5 If you have had pets, you will need to provide evidence that the floor coverings have been professionally cleaned or that you have personally used an appropriate pesticide and/ or deodorising treatment on the carpets.		
3.3.6 You need to clean minor stains and blemishes etc. with normal cleaning products. Minor stains and traffic marks are acceptable depending on their extent, colour and position eg: <ul style="list-style-type: none"> • If they are in areas likely to be covered by furniture • If they are a similar tone to the colour of the carpet • For stains that are in visible locations and obtrusive, stains need to be smaller than 50mm in diameter 		

All Rooms		
3. Floors		
	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
3.4 Vinyl Flooring Cleanliness		Charges may be incurred
3.4.1 You need to leave vinyl flooring with a clean surface that is free from dirt and dust. You will need to mop down vinyl flooring and spot clean any minor stains, blemishes and scuffs. Please note: Vinyl flooring does not need to be polished and buffed		
3.5 Carpet condition		
3.5.1 You will have to repair or replace any damaged or torn carpet over and above that due to fair wear and tear, at your own expense.		You will have to repair or replace any damaged or torn carpet over and above that due to fair wear and tear, at your own expense.
3.6 Vinyl Floor Condition		
3.6.1 You will have to repair or replace any damaged or torn vinyl flooring over and above that due to fair wear and tear, at your own expense.		You will have to repair or replace any damaged or torn vinyl flooring over and above that due to fair wear and tear, at your own expense

All Rooms		
4. Internal Joinery		
4.1 Cleanliness		
4.1.1 All surfaces are in a hygienic condition and have been wiped down to remove dust, dirt, mould and surface marks. All horizontal surfaces are dust free.		Charges may be incurred

Bathrooms, WCs and Cloakrooms

5. Bathrooms, WCs and Cloakrooms

5.1 Sanitary Ware	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
5.1.1 Wear and tear is acceptable, however you need to make sure that sanitary ware is damage free.		
5.2 Toilet Seats		
5.2.1 Make sure that toilet seats are clean, hygienic and free from stains, cracks and chips.		
5.3 Shower Curtains		
5.3.1 Make sure that the shower curtains provided in the SFA are left clean and hanging on the shower.		
5.4 Taps		
5.4.1 Make sure that taps are clean and free from limescale, although we accept that some may remain after cleaning depending on the age of the fitting.		
5.5 Plugs		
5.5.1 Make sure that sinks, hand basins and baths all have plugs and chains (unless fitted with pop-up plug and lever mechanism).		If there are any replacement or repair costs you may be responsible for them.
5.6 Wall Tiles		
5.6.1 Make sure that grout is free from mould and limescale. However you won't need to re-grout if the joints are still functional and there is mould and limescale that cannot be removed by normal cleaning methods.		
5.6.2 If you have put transfers, tile paint and or other effects on the wall tiles you will need to remove these, unless accepted by the Accommodation Officer during the Pre Move Out appointment.		
5.7 Joints		
5.7.1 Make sure that joints in the tiles are free from mould and limescale. Please note: The joints will not be replaced if they are still functional, even if you are not able to remove mould and limescale by normal cleaning methods.		
5.8 Waste Water		
5.8.1 To keep baths and sinks free-running, remove any waste you can with your hand. Please note: You don't need to empty any traps.		

Bathrooms, WCs and Cloakrooms

5. Bathrooms, WCs and Cloakrooms

	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
5.9 Cleanliness		Charges may be incurred
5.9.1 You need to make sure that the bathroom, including all sanitary ware, baths, sinks, WCs, showers and surfaces are in a hygienic condition and they have been wiped down to remove, dust dirt and surface marks.		
5.9.2 You need to make sure that all tiled surfaces are wiped down and residual cleaning powders from cleaning products have been removed.		
5.9.3 Baths, sinks, showers and toilets and wall surfaces are mould and limescale free.		
5.9.4 All horizontal surfaces are dust free.		

Kitchens

6. Kitchens

6.1 Cabinet Doors and Drawer Fronts	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
6.1.1 Make sure that all cabinet doors are fitted (or available for fitting to) the carcass and that drawer fronts are fitted to drawers.		
6.2 Work Surfaces		
6.2.1 Before moving out of your property you need to make sure that any work has been completed on replacing work surfaces with burns, knife marks or other defects that will prevent food preparation or kitchen activities where hygiene is of key importance..		If there are any replacement or repair costs that are not as a result of fair wear and tear you may be responsible for them.
6.3 Extractor Fans		
6.3.1 Make sure that vents and grills are clean and free from grease and carbon.		
6.4 Cookers		Charges may be incurred
6.4.1 Make sure the cooker is complete with all appropriate grill pans, handles and oven shelves etc.		
6.4.2 The cooker must be clean and free from grease and carbon.		
6.4.3 If the cooker hood has a renewable filter then this needs to be in place and clean.		
6.5 Sinks		
6.5.1 Ensure that the sink is clean and free from grease and limescale.		
6.6 Taps		
6.6.1 Ensure that taps are clean and free from grease and limescale.		
6.7 Plugs		
6.7.1 Make sure that sinks have plugs and chains attached (unless fitted with pop up plug and lever mechanism).		
6.8 Cleanliness		Charges may be incurred
6.8.1 Make sure that all surfaces are in a hygienic condition and have been wiped down to remove dust, dirt and surface marks.		
6.8.2 Ensure that tiles have been wiped down and residual cleaning powders from cleaning products have been removed.		
6.8.3 All kitchen surfaces, fixtures and fittings need to be free from mould and limescale.		
6.8.4 All horizontal surfaces need to be dust free.		

Windows, Glass and External Doors

7. Windows

7.1 Ironmongery	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
7.1.1 You need to make sure that all keys supplied at Move In are returned at Move Out.		You will be charged for all missing keys and (where appropriate) keys to window locks.
7.2 Vents		
7.2.1 You need to make sure that all vents are unblocked, clean and in working order.		
7.3 Curtain tracks, curtains, blinds and fittings		
7.3.1 You need to make sure that all windows have curtain rails and hooks, unless the bathroom, WC, kitchen or utility window that has been fitted with a blind.		If there are any repair or replacement costs associated with curtain tracks, curtains, blinds and fittings you will be responsible.
7.3.2 Where curtain tracks are provided you should leave them with sufficient curtain rings.		
7.3.3 Any curtains that have been provided need to be clean, ironed and left hanging.		
7.3.4 Any blinds should be left clean and in place.		
7.4 Cleanliness		Charges may be incurred
7.4.1 You need to make sure that all window casements are debris-free, internal seals are free from algae, mould and all internal window sills are dust free.		

8. Glass

8.1 Cleanliness		Charges may be incurred
8.1.1 You need to make sure that all your windows have been cleaned and are smear free on both sides if you stand 2 metres away (during daylight).		

9. External Doors

9.1 Ironmongery		
9.1.1 Please note: Brass fittings, fixtures and handles do not need to be polished but brass nameplates and letter plates must be.		Charges may be incurred
9.2 Cat Flaps		
You need to remove any cat flaps that you have installed. The door panels needs to be made good or where required the door panel or door will need to be replaced.		You will be responsible for all repair and replacement costs.

Gas and Electrical Installations and Appliances

10. Gas and Electrical Installations and Appliances

10.1 Utility Meters	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
10.1.1 You must remove or replace any card or token utility meters installed during your time in the property with a normal gas meter. Please note: Card and token meters are no longer permitted.		You will be responsible for all repair and replacement costs.
10.2 Electrical Fittings		
10.2.1 Make sure that grease and other finger marks are removed from all electrical fittings and switch plates.		
10.3 Light fittings		
10.3.1 Any light fittings installed by you need to be removed and replaced with pendants. Where you have replaced lights, ceiling roses, pendant and cord must not expose any wiring or termination		
10.3.2 All light fittings need to be fitted with a working bulb or tube as appropriate.		
10.4 Shades and Diffusers		
10.4.1 Where they exist, you need to clean or remove lampshades and light bowls.		
10.4.2 All light fittings must be clean.		
10.5 Extractor Fans		
10.5.1 You need to make sure that extractor fans are free from grease and carbon.		
10.6 Smoke Alarms		
10.6.1 You need to leave live batteries in smoke alarms.		
10.7 CO detectors		
10.7.1 You need to leave live batteries in CO detectors.		

Heating

11. Heating

11.1 Radiators	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
11.1.1 Make sure that any thermostatic radiator valves (TRVs) are free from dust and dirt.		
11.1.2 Radiator tops and fins need to be dust-and debris –free.		
11.1.3 The area surrounding the radiator needs to be dusted and any cobwebs and debris removed.		
11.2 Pipework		
11.2.1 All pipework that runs horizontally through the house must be dust and debris free.		
11.3 Electrical cables		
11.3.1 You are not permitted to install electrical fittings; therefore these should not be present.		
11.4 TV aerials		
11.4.1 If you have installed TV aerial cabling it will need to be approved at the Pre Move Out visit, or you will have to remove and make good any damage and pay any costs.		Possible costs may be incurred if not approved at the Pre Move Out visit.
11.5 Focal feature fires		
11.5.1 All focal point fires should be clean.		
11.6 Open fireplaces and chimneys		
11.6.1 You must ensure that all open fires have been cleaned and that any coal, wood or other combustible materials have been removed.		

External and Communal Areas

12. External and Communal Areas

12.1 Hard Surfaces	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
12.1.1 You must ensure that all hard surfaces (paths, car parking areas, patios etc). within the boundary of the property are swept and weed free.		
12.1.2 Gullies and drains are weed and debris free.		
12.1.3 If you have installed any hard surfaces they will need to be approved at the Pre Move Out appointment or you will have to remove and replace with acceptable material and pay the costs.		Possible costs may be incurred if not approved at the Pre Move Out appointment.
12.2 Fences		
12.2.1 If you have installed any fences they will need to be approved at the Pre Move Out appointment or you will have to remove and replace with acceptable material and pay the costs.		Possible costs may be incurred if not approved at the Pre Move Out appointment.
12.3 Gates		
12.3.1 If you have installed any gates they will need to be approved at the Pre Move Out appointment or you will have to remove and replace with acceptable material and pay the costs.		Possible costs may be incurred if not approved at the Pre Move Out appointment.
12.4 Clothes lines or rotary driers		
12.4.1 Any clothes line or rotary drier provided by us must be left clean. You will be liable for damage (other than fair wear and tear) or a missing clothes line/rotary drier.		You will be responsible for all repair or replacement costs.

External and Communal Areas

12. External and Communal Areas

12.5 Grass	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
12.5.1 The garden surface must be generally even.		
12.5.2 Where there are areas of more than 5% of the current grassed area that need reseeded you will need to grass seed (with seed that is similar or the same as the current grass seed type).		
12.5.3 You will need to make sure that the grass is between 25 to 40mm high unless wet or frost prevents cutting.		
12.5.4 All grassed areas next to hard surfaces must be trimmed.		
12.5.5 All scalped lawn edges must be repaired.		
12.5.6 You must remove all grass cuttings etc.		
12.5.7 If there is any damage caused by pets you need to repair it well and remove any faeces.		
12.5.8 If you have had any sandpits, swings, play equipment or temporary structures they will need to be removed and you will need to make the good the garden.		
12.6 Trees		
12.6.1 All self-set trees are to be removed. If you have planted any trees or trees have naturally set (where they didn't exist at Move In) they will need to be approved at the Pre Move Out appointment or removed and the ground reinstated at your own expense and you will need to remove any branches, stumps, leaves etc. Please note: Any trees that are inappropriate for their location (e.g. overhanging or encroaching security fence lines, boundary walls, fences, utility services, street furniture) or those adjacent to footpaths, highways and structures (e.g. buildings, lighting columns, signs and fences) will not be approved.		Possible costs may be incurred if not approved at the Pre Move Out appointment.
12.7 Ivy and other climbing plants		
12.7.1 Prune any ivy or climbing plants as required, paying particular attention to making sure the plants don't prevent doors and windows from being opened or paths and gates being used.		

External and Communal Areas

12. External and Communal Areas

12.8 Hedges	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
12.8.1 If you have planted any hedges they will need to be approved at the Pre Move Out appointment to ensure that their location is appropriate or they will need to be removed at your expense.		
12.8.2 Hedges will need to be cut according to their species.		
12.8.3 You need to make sure that the heights and widths of the hedges remain the same as when you moved into the property with the hedge cut to its full extent (internal side only where it abuts to communal areas).		
12.8.4 All hedge trimmings etc have been removed.		
12.9 Shrubs		
12.9.1 If you have planted any shrubs these will need to be approved at the Pre Move Out appointment to ensure that they have been planted in an appropriate location. If not, they will need to be removed.		
12.9.2 You will need to prune any shrubs, paying particular attention to making sure that plants don't prevent doors and windows from being opened or paths and gates from being used.		
12.9.3 All shrubs that sit next to the property in the front or rear garden must be pruned below window height.		
12.10 Borders		
12.10.1 You must make sure that borders and flowerbeds are tidy, weeded and look pleasing. All dead, inappropriate or dangerous species must have been removed.		
12.11 Garden Cleanliness		
12.11.1 You will need to make sure that the garden is litter, composter, compost and garden waste free. All fallen leaves, debris and windfall fruit must be removed 2 days prior to Move Out. Please note: Any leaves etc. that fall in the final 2 days is allowed to remain.		
12.13 Communal Areas		
12.13.1 Make sure that any communal areas are free from your possessions and rubbish.		

Garages

13. Garages

13.1 Doors	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
13.1.1 Where a lock is provided, 2 garage keys will be returned. The Occupant is responsible for all repair or replacement costs for missing garage keys		You will be responsible for all repair or replacement costs.
13.2 Cleanliness		
13.2.2 You need to make sure that garages are swept clean and debris removed.		

Miscellaneous

14. Miscellaneous

14.1 Personal Possessions	Tick - Complete	Costs if you fail to take action Charges may apply when damage is in excess of what can reasonably be expected above fair, wear and tear.
14.1.1 You need to make sure that all personal possessions, rubbish and loose items are removed from properties (including gardens, garages, stores etc.)		
14.2 Outbuildings		
14.2.1 All outbuildings including sheds, stores etc. are sound, fit for purpose and have been swept clean.		You are responsible for all repair or replacement costs for missing out-building keys.
14.3 Bins		
14.3.1 All required rubbish and recycling bins are present, can be used, and are empty and clean.		
14.4 Pests		
14.4.1 If you have had pets there should be no pest infestations.		
14.5 DIY		
14.5.1 Any unauthorised home improvements will be assessed at the Pre Move Out appointment. If they provide a benefit to the SFA, at minimal maintenance and repair cost they shall be allowed to remain. Please note: However, you will have to remove any unapproved items and make good areas at your own expense.		Possible costs may be incurred if not approved at the Pre Move Out appointment.



How to contact us:

CarillionAmey website
www.carillionamey.co.uk

CarillionAmey Helpdesk
0800 707 6000

CarillionAmey Facebook
www.facebook.com/carillionamey

Face-to-face service
Local Customer Service Centres across the UK

Maintenance
Open 24/7 365 days a year

Other services
Open Mon to Fri 0800 to 1800hrs