

ASTLL10

Implement check-out procedures and dispersals in a letting environment



Overview

This standard is about following the correct procedures for checking out tenants / licencees from residential property. It includes the dispersal of any deposits held.

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Performance criteria

You must be able to:

- P1 Confirm the reasons for ending the tenancy / licence and the tenancy / licence end date
- P2 Follow correct procedures for checking out tenants / licencees
- P3 Perform a check-out inspection of the property using the inventory to evaluate any damage to the property which may have occurred
- P4 Ensure that meter readings for utilities are taken at the time of the check-out
- P5 Calculate the amount of deposit which should be returned to the tenant / licencee taking account of any deductions and issue to the tenant
- P6 Maintain acceptable standards of appearance and conduct in all dealings with tenants / licencees
- P7 Deal with any disputes in an appropriate manner

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Knowledge and understanding

You need to know and understand:

- K1 Legislation, guidelines and codes of practice relevant to tenancies / licences and their impact for you
- K2 Reasons why a tenancy / licence agreement might be terminated
- K3 The correct procedures for performing a check-out including checking in keys
- K4 Why it is important to take full meter readings when tenants / licencees are checked out of a property
- K5 How to perform a check-out inspection
- K6 What can legally be deducted from a deposit before dispersal to the tenant / licencee
- K7 Procedures for dealing with disputes between tenants / licencees and landlords
- K8 The importance of maintaining acceptable standards of appearance and conduct in all dealings with tenants / licencees
- K9 The importance of explaining carefully any technical terms or abbreviations, avoiding jargon and ensuring that you have been understood

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