
Overview

This standard is about following the correct procedures for checking out tenants /licensees from residential property as a landlord or as an agent acting on behalf of a landlord. When acting as an agent on behalf of a landlord you must ensure that it includes the dispersal of any deposits held.

**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/licensees
 - 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/licensees
 - P7 deal with any disputes in an appropriate manner

Knowledge and understanding

You need to know and understand:

- K1 current relevant 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/licensees 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/licensees and landlords
- K8 the importance of maintaining acceptable standards of appearance and conduct in all dealings with tenants/licensees
- K9 the importance of explaining carefully any technical terms or abbreviations, avoiding jargon and ensuring that you have been understood

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