



Defence  
Infrastructure  
Organisation

## The Pre Move Out Advisory Leaflet for Service Family Accommodation (SFA) in England and Wales

### Advice for a successful Move Out

You're moving and Defence Infrastructure Organisation (DIO) Service Delivery Accommodation knows that this time can be very busy and stressful. This leaflet aims to make the move as easy and stress free for you and your family as possible by providing advice and key points about the Move Out process.

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## **THE MOVE OUT PROCESS**

### **Pre Move Out advice**

This leaflet has been designed to provide you with useful information as you prepare to move out of your Service Family Accommodation. It's important that you prepare your SFA for your Move Out and take important but simple steps to avoid charges, which will be raised if you do not meet the Move Out standard or you have caused damage.

If you feel you require specific Move Out guidance, then please contact your local Housing Officer either directly or by emailing the Housing Allocations Service Centre. Please refer to your Licence to Occupy for the complete Move Out requirements as a Licensee.

### **Date and time of your Move Out**

A HO will attend the Move Out appointment on the date and time you agree with the Housing Allocations Service Centre (HASC). The HASC will confirm your Move Out appointment in writing. Your SFA property must be ready, in all respects, at the agreed time. The following pages offer you helpful hints and tips on preparing your SFA.

The HO works to an appointment system so if you are not going to be ready for whatever reason, please contact the HASC to arrange an alternative appointment as soon as possible. Failure to do so may result in the HO being unable to undertake your Move Out and cause you and your family inconvenience and delay.

If you are using a removal firm, ensure they are aware of the time you need them to arrive, allowing enough time to remove all your possessions and sufficient time for you to complete the final Move Out preparations before handing back the property.

**Housing Allocations Service Centre - 0800 169 6322**

### **Using a Proxy at Move Out**

If the Licensee is not available for the Move Out, a Proxy (i.e. a person authorised to act for another) may be nominated and authorised to act on their behalf. NB: Only Service personnel or a Spouse/Civil Partner can be nominated to act as a Proxy.

A Proxy form will be attached to the confirmation of appointment details. This form must be completed, signed by the Licensee and returned to the HASC prior to the Move Out appointment.

In nominating a Proxy to undertake the handover of the property on your behalf, you agree to accept the Move Out report, detailing the condition of the property, and any charges that may be appropriate where the standard at Move Out is inappropriate.

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## **PREPARING FOR YOUR MOVE OUT**

### **Pre Payment Cleaning Scheme**

Pre-Payment Cleaning Scheme (PPCS) is available to most SFA customers in England and Wales. This is the only cleaning scheme, underwritten by MHS, which is guaranteed to meet the Move-Out Standard for all contracted works. The cost of this scheme is subject to the size and condition of the SFA, and the number of items to be cleaned, and is quoted to the customer on a case by case basis. As the contract is between the occupant of the SFA and the cleaning company, MOD cannot accept any liability for matters relating to use of this contract. Bulk Lease Hire and Private Finance Initiative properties are not covered by the Scheme.

If you wish to use this voluntary scheme please contact the approved cleaning contractor - Ideal on 0800 038 7833 or 0777 222 8910. The central helpdesk is manned by security cleared staff.

A representative will arrange to visit and provide you with a free, no obligation quote. This quote will be specific to your house and will reflect the amount of work required to get that particular property up to Move Out standard.

If you choose not to use the PPCS, guidance has been published below about preparing your SFA to the Move Out standard. However, occupants continue to be liable for any damages to the property, such as stains on carpets that cannot be removed, and they are still required to prepare the garden and garage to the Move Out standard.

### **Things to consider: Keys and documentation**

#### **Keys**

All keys to the property and garage provided at Move In must be handed over at your Move Out. As you may be liable for the cost of replacement locks where keys to exterior doors are missing you are strongly advised to ensure that any replacement keys are obtained/cut prior to the Move Out appointment.

#### **Documentation**

By law, all properties have gas safety checks carried out annually. The Gas Safety Test Certificate issued at the last annual check on your SFA should be made available to the HO at the Pre Move Out and Move Out visit.

There may be other documentation relating to the property, fittings or fixtures that needs to be retained and passed to the HO.

#### **Redirection of mail**

DIO Service Delivery Accommodation is not responsible for redirecting mail. It is your responsibility to arrange for your post to be redirected to your new address by making the necessary arrangements with Royal Mail. Your Disturbance Allowance includes an element to pay for this.

Remember to allow enough time to do this as it takes up to five working days to come into effect once Royal Mail have received your application.

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### **Utility bills – gas and electricity**

You must inform the utility companies you are moving from your present property and cancel any direct debits with your bank. The utility meters will be read at Move Out and you will be asked to authorise release of your forwarding address to the utility companies that you have accounts with. The HO will notify these companies of the readings and your forwarding address. All final accounts will then be sent to your new address.

In accordance with the Data Protection Act, DIO Service Delivery Accommodation staff are not allowed to open or close utility accounts for occupants of SFA.

## **Things to consider: Inside your SFA**

### **Bathroom, WCs and cloakrooms**

Particular care must be taken with the cleaning of the bathroom, WCs and cloakrooms to ensure hygienic cleaning of baths, sinks, WCs, floors and fluorescent light diffusers. Taps and the showerhead must be thoroughly de-scaled. Shower cubicles, screens and shower curtains should be cleaned and stain free. If you have put carpets in the bathrooms or WCs, these must be removed. Air vents and fans should be clean and dust free and all pull cords cleaned.

### **Carpets**

Carpets must be clean, stain and infestation free. You may be liable for charges for any additional stains or damage to carpets other than that documented on Move In. Any charges would be assessed according to the extent of the damage and the remaining life of the carpet. If you have pets you will be required to provide evidence that the floor coverings and/or soft furnishings have (in the case of cats and dogs) been professionally cleaned or that you have self administered an appropriate pesticide and/or deodorising treatment applied prior to moving out. If infestation is apparent after Move Out, charges may be incurred and forwarded on to you. Detailed advice will be given to you at the Pre Move-Out visit.

### **Curtains and blinds**

If you have used your own curtains during occupancy, these must be removed and those provided with the property must be pressed, hung and in a clean condition at Move Out.

Curtains and window blinds should be clean and free from marks.

### **Decoration**

Fair wear and tear to paintwork and walls is acceptable. However, walls and paintwork must be washed down and all finger marks removed.

If you have carried out redecoration which is other than white gloss-work, white emulsion ceilings and vinyl silk magnolia emulsion to the walls you are required to return these to the original colours or be liable for charges to enable the contractors to reinstate.

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Wallpaper or decorative borders must be removed and made good and the walls redecorated if necessary. The same applies to painted stencil work, which must be completely covered. This will be fully discussed during the Pre-Move Out visit.

Picture hooks, nails, poster adhesive and shelving should be removed and the walls made good, except where it has been previously agreed that they may be left in place.

### **Gas and electricity meters**

If you have fitted a key/card meter during occupancy you must arrange for this to be replaced with a standard meter before you Move Out. The HO may have to defer Move Out until you have changed the meter over. You may also incur additional charges if a replacement meter has to be fitted by DIO Service Delivery Accommodation. If you have any queries with regard to your meter, please contact the HASC or HO for further guidance.

### **Kitchen**

Kitchen sinks, cupboards, drawers, worktops and all surfaces should be cleaned, particularly areas where grease may have accumulated.

Pay special attention to cleaning the cooker – it should be degreased, cleaned and ready for immediate use by the incoming family.

Wall tiles and floor tiles should be degreased, cleaned and dry prior to Move Out. The kitchen fluorescent light diffuser must be removed, cleaned and refitted.

### **Pets**

If you have had pets, particularly cats and dogs, you must ensure there are no hairs or any infestation present in the house. You will be required to provide evidence that the floor coverings and/or soft furnishings have (in the case of cats and dogs) been professionally cleaned or that you have self administered an appropriate pesticide and/or deodorising treatment applied prior to moving out. If carpets have not been thoroughly cleaned you may be liable for charges for cleaning/de-infestation of the carpets at Move Out, or at a later date if the infestation is not detected at Move Out.

If you have installed a cat/pet flap in any door you must make arrangements for removal of the flap and the door panels to be reinstated.

See the section on 'Gardens' below about damage or mess created by pets.

### **Repairs**

Any outstanding repairs on your Move Out (which are deemed to be other than fair wear and tear) may be recharged to you. Spend some time to check your SFA and make sure that you report any repairs well in advance of your Move Out.

**Repairs Help Desk  
Modern Housing Solutions - 0800 707 6000**

**If you live in a Private Finance Property (PFI) property, to report repairs please refer to your PFI Occupant's Handbook.**

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## **Things to consider: Outside your SFA**

### **Garages, sheds and out buildings**

Garages, sheds and out buildings (including their windows and doors) should be cleaned, swept out and cobweb free. All keys should be made available for handover at Move Out. Any oil stains should be degreased and removed.

### **Gardens**

Maintaining the garden is your responsibility and gardens must be left in a tidy condition with the grass cut and all grass cuttings removed. Flower beds/borders need to be dug over and tidy. Entrance areas, paths and patios should be swept clean and weed free.

Drainpipe wells should be clear of leaves and rubbish. Compost heaps and any accumulation of leaves should be removed or dug in to the garden. If you have put in a pond, then you should fill it in and restore the ground to its original condition.

Hedges/shrubs should be kept tidy and, where necessary, cut to a manageable level, between September and February to avoid the bird nesting season, and in accordance with the Wildlife and Countryside Act 1981.

Please contact Modern Housing Solutions to attend to trees, or hedges over 2.5m high - work is not carried out between March and September.

If you have had pets you must ensure any damage to the garden is repaired correctly and any faeces removed from the garden and disposed of safely.

### **Garden furniture and play equipment**

Please remove your garden furniture and play equipment (such as slides, swings, trampolines, garden storage and greenhouses).

Where grass has been damaged or has died, you need to ensure the affected area is re-grassed or repaired.

### **Rubbish**

Rubbish, including any in the garden, garage and other outbuildings, must be removed from the property. Rubbish bins should be left empty and clean inside and out.

### **Satellite dishes, TV aerial boosters**

Satellite dishes may be left in place. If removed, any damage caused by the fitting of such equipment must be made good. Where TV aerials boosters have been provided these must remain in the property.

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## MOVE OUT - STANDARD AND INSPECTION CHECKLIST

Use this list to help prepare your SFA for Move Out.

✓ If you can tick all these items with confidence - you should have a good Move Out.

ITEM	CHECKED
<b>GENERAL</b>	
<b>Carpets</b> - Vacuumed, stain free throughout and free of infestation (where pets have been living).	
- Have carpets been cleaned?	
- Have all vinyl floors been swept and washed?	
<b>Curtains</b> - Washed, clean and re-hung.	
- Have all curtains been washed/cleaned, ironed and re-hung?	
<b>Floors</b> - Clean and free of marks.	
<b>Radiators</b> - No dust or finger marks, in front or behind.	
- Are all storage heaters/boilers/fires clean and dust free?	
- Are the hearth and fireplace clean and dust free?	
<b>Walls</b> - No stains or marks, except where picture hooks are left by agreement with the Housing Officer at the Pre-Move Out Advisory Visit.	
- Have all walls been dusted or washed and all marks removed?	
<b>Woodwork</b> - No dust or finger marks.	
- Has all woodwork (doors, frames, skirting boards, cupboard etc.) been washed?	
- Have the tops of all doors, picture rails, curtain rails/pelmets been cleaned?	
<b>Windows and frames</b> - Glass clean inside and out and all parts of the frames to be clean, free of mildew/mould, and all visible parts of the frame should be visibly clean when the window is open.	
- Have all parts of the window frames and panes been cleaned and polished on both sides and internally (when the window is open)?	
<b>Final checks</b>	
- Have you left the property completely empty? You've not left any paint or cleaning materials behind?	
- Have all cobwebs been removed from the property?	
- Have all lampshades (where fitted), light fittings and switches been cleaned?	
- Are all lights in working order with new bulbs if necessary?	
<b>BATHROOM/WC</b>	
<b>Bath, sink and WC</b> - Clean and free of lime scale, inside and out. Taps and underside of sink clean and polished.	
- Is the bath clean, stain free and ready for immediate use?	
- Is the shower cubicle/screen/shower curtain clean and stain free?	
- Have the drains, taps and underside of sinks been de-scaled, cleaned and polished?	
- Are the sink/bath plugholes free from hair?	
- Has the toilet been cleaned inside and outside and is it fit for immediate use?	
- Is the toilet(s) seat and cover clean and secure?	
<b>Tiles</b> - No finger or splash marks and free from mildew/mould between the tiles.	

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<b>KITCHEN</b>	
<b>Cooker</b> - Grease free inside and out and free of carbon deposits. Cooker hoods and filters should be clean and grease free.	
- Is the cooker fit for immediate use?	
<b>Cooker frame and surrounds</b> - Clean and grease free, underneath and behind.	
- Has the filter in the extractor hood been cleaned or replaced?	
<b>Work surfaces</b> - Clean (including edges and underneath)	
<b>Tiles</b> - No finger, splash or grease marks.	
<b>Sink</b> - Clean and free of lime scale, inside and out.	
<b>Final checks</b>	
- Are all kitchen cupboards and drawers clean and free from dust particles?	
- Has the kitchen light diffuser been removed, washed and refitted?	
<b>OUTSIDE</b>	
<b>Gardens</b> - Tidy, with grass cut, hedges trimmed and flower beds weed free.	
- Has the grass been cut and is it tidy?	
- Have the flowerbeds, front and rear been turned over and are they free of weeds?	
- Have any compost heaps been removed or dug into the garden?	
<b>Paths</b> - Swept, weed free and clean.	
- Have all paths, steps and approaches to the property been swept cleaned and weeded?	
<b>Garages</b> - Swept, empty and free of cobwebs.	
<b>Garden rubbish</b> - None anywhere (you are required to dispose of it prior to Move Out)	
- Has all other garden debris been removed from the property?	
<b>Rubbish bins</b> - Empty and clean inside and out.	
- Has all household rubbish been disposed of?	
<b>Sheds</b> - Swept, empty and clean, free of cobwebs.	
- Has the garage/shed/out building been cleaned out and ready for use?	
<b>Final checks</b>	
- Have the front and rear doors and thresholds been washed down?	

### **Don't forget...**

The voluntary Pre Payment Cleaning Scheme is available and you can arrange a visit to get a no obligation quote by calling one of the numbers provided on page 3. The Scheme was provided at the suggestion of occupants and aims to reduce the stress of Move Out.

Have you re-directed your mail through the Royal Mail Redirection Service? More information can be found on the Royal Mail website: [www.royalmail.com/redirection](http://www.royalmail.com/redirection)