



ECLIPSE  
INVENTORIES

# Landlord & Agents ultimate guide.



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# Introduction.

Do you find yourself with constant questions on quirky topics regarding the inventory and letting process?

This e-book is designed to answer and guide you through some of the grey areas of these industries, whether you are a landlord, agent or tenant this book has tips for you.

You will learn little insights in to every day topics that come up such as cleaning, deposit release, nightmare tenants , what fair wear & tear actually is and how to find good tenants.

You will discover ways in which to handle these situations that arise pre and post tenancies and where to garner further information or help you may need.

You will master the Jedi knowledge to handle the sticky situations that have previously caused you sleepless nights, such as eviction, tenants using the deposit as the last months rent, avoiding bad renters.

This e-book has been written by Eclipse Inventories to share some of the useful tips, tricks and blatant facts to help avoid many of the reasons that cause the biggest arguments between landlords and

tenants. With dispute numbers rising by nearly **7000%** since 2008, hitting **31,000** in 2017, we figured any guidance imparted could only be a good thing!

Now on to the grit, with **Chapter One...**



# Chapter one.

How to Find Good Tenants



# How to find good tenants?

*The 7 step guide that could save you thousands...*



**If you get it wrong, it can take at least 6 months to evict bad tenants with the average cost in legal bills and lost rent costing £4,341.**

The million dollar question to which every landlord would love the answer and the golden ticket to hassle free renting out of a property. But how do you ensure you get the tenants you want?

Whether you are a professional landlord or simply fell into this, everybody wants the best tenants, those that will stay for 5 years, pay the rent on time every time, only call to wish you a happy birthday and repaint before they leave. But, of course, this isn't the name of the game. The best thing every landlord can do is minimise their exposure and understand the risks of letting your property to the first person that comes along. Additionally, not carrying out the correct checks or not letting to the right type of tenant are common mistakes.

We will try to give you the low down below to help you reduce the chance of having a rental nightmare.

# How to find good tenants?

## Step 1.

Attracting the Right Tenants - The key to having a risk-free rental experience is to make sure your property will attract the right tenant. Those properties we see where the landlords have really taken care of it, repainted when needed, had it cleaned before each tenancy and got rid of all the brick-a-brac really do get the best tenants who treat properties with the respect they deserve.

## Step 2.

A Trustworthy Agent - Make sure you use an agent you trust, one that has your properties best interests at heart and not just the commission they will earn if they let it ASAP.

## Step 3.

Referencing Your Tenants – Do references and credit checks and speak to the previous landlord. Anyone can send a quick 'they were fine' email, but does this really give you the true story? Pick up the phone, make a quick call and potentially save yourself

thousands in eviction costs because you just let to a serial fraudster who gave his 8 year old child as a referee! **Referencing can cost as little as £22 so is well worth the investment.**

## Step 4.

The Right Rental Amount - Let to the right number of people at the right price. If you have a small 1 bedroom flat do you really want 4 sharers in there? If you make the choice to do that you have to understand the additional wear that will happen and be prepared to have to make good again when they leave. They also won't respect the property if they feel they are being exploited.

**Use tools such as Zoopla, Open rent and rightmove to find comparison properties to get the rent right.**

## Step 5.

Up-to-date Tenancy Agreement - Always use the best most up-to-date tenancy agreement with the right clauses that protect you. Follow the legal steps you need to take at the start to ensure

that if you need too you can take back possession of your property. Indeed, have you issued a section 21, a 'How to rent' guide? Have you protected the deposit and advised the tenant and so on? All of these things are legal requirements and what good tenants will expect you to do.

## Step 6.

Signing off The Inventory- Make sure that they sign off on the inventory at the start of the tenancy. This avoids any arguments when it comes to the deposit release.

## Step 7.

Follow Your Instinct - The ultimate advice is to trust your instinct. If it doesn't feel right it probably isn't and do you really want to enter in to 6 months of very expensive wrangling to get them out of your property when things start to go wrong?

We hope that some of the advice above has helped you. Connect with us on Facebook and LinkedIn to receive updates of all our tips and tricks and property know-how.



## **Chapter Two.**

What is a professional clean?



# What is a professional clean?

1. What is a professional clean?
2. How to clean like a professional, can I cheat it?
3. The tell-tale signs of a tenant or professional end of tenancy clean.
4. The low down - how will the Inventory Company know the difference?
5. How much should you pay for a professional clean.
6. Tell tale signs a pro cleaned it and what to look for.
7. How to not lose money over cleaning.

Cleaning issues and disputes are a recurring theme at check out, so we want to look at how we can escape from this cycle of continual dispute over such an everyday matter as cleaning.

It is the area that is most disputed when releasing deposits at the end of tenancies.

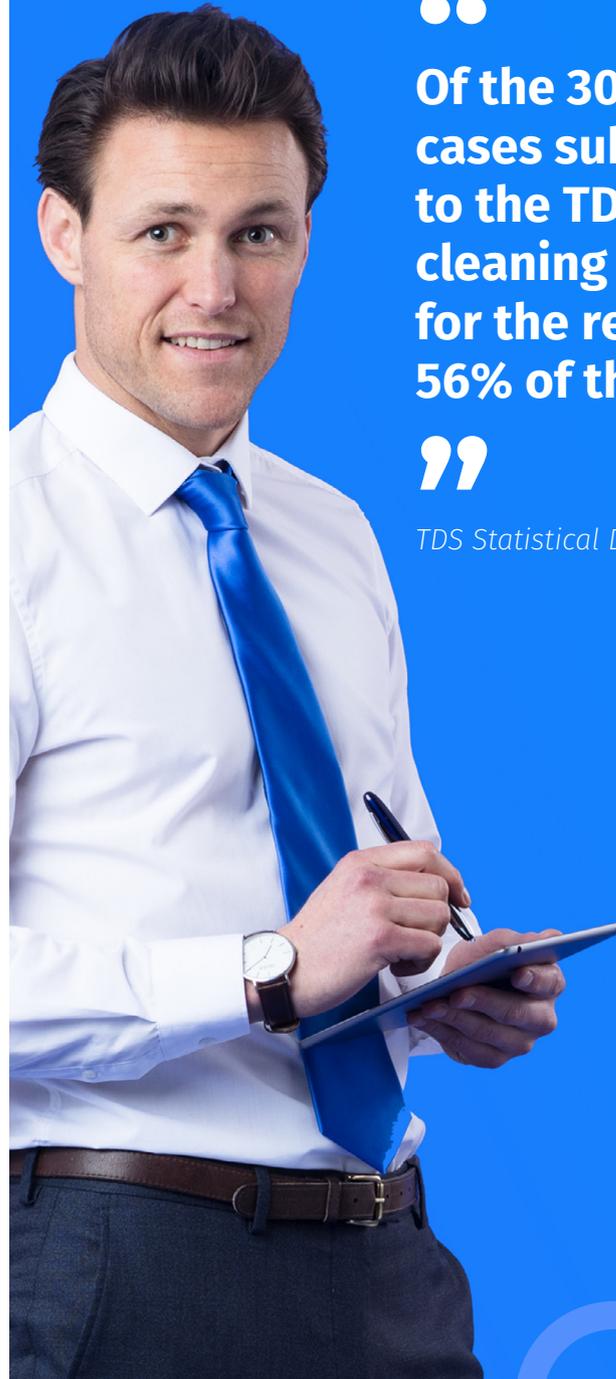
Landlords want their property returned to them thoroughly cleaned, and tenants want their deposits back in full without having to spend £600 on a cleaning company.

“

**Of the 30,742 cases submitted to the TDS in 2017 cleaning accounted for the reason for 56% of them**

”

*TDS Statistical Digest*



# What is a professional clean?

## 1. A common question raised on a daily basis to inventory companies is, what is a professional clean?

Although difficult to pin down an exact definition of professional cleaning it is basically leaving a property spotless. Cleaning every surface within the property and leaving those surfaces free of smears. Imagine cleaning your house and then going around wearing white gloves and wiping the surfaces - any sign of dust or grime on those gloves means that surface is not done professionally

## 2. How to clean like a professional, can I cheat it?

Get the right products - bleach, lime scale remover (Cif is good for this), furniture polish, window cleaner, kitchen towel, polishing rags, cloths and so on. Oh, and rubber gloves. Clean with water, scrub with the product, wipe the surface dry and then polish dry. If any scale or grime remains, repeat these steps. The surfaces need to gleam! And the main element of this is to set aside sixteen hours to get it to scratch. Eeeek, I hear you say. ( We didn't say it was easy!).

## 3. The tell-tale signs of a tenant or professional end of tenancy clean.

A professional clean will consist of a team of between four and six people blitzing a property's every surface for between four and six hours. A domestic clean will be the tenant and flatmate wiping over every surface for possibly four hours..on a good day. So that's eight hours manpower vs upwards of sixteen hours.

## 4. The low down - how will the Inventory Company know the difference?

An Inventory Company worth it's salt, relies on accuracy in reporting and this comes down to literally checking every surface. It's called the finger test. Each surface, whether it's a skirting board, light switch, door frame, glass panel, nook, cranny or crevice is checked for smears, dust or grime. If many smears and nuggets of grime are found, then the clerk will assume the clean was done domestically and it won't be noted as professional. Believe us from experience we know you wont regret paying a company £150 or £200 to avoid you having to scrub for 2 days.

## 5. How much should you pay for a professional clean?

The costs vary massively, and so does the quality. A full professional clean from a decent company should cost around £150 for a two bed flat. This cost won't always include carpet cleaning so check this. If a company quotes you £80 for cleaning a two bed flat - I would seriously question this. Going cheap will cause issues and ultimately cost more in the long run. However, you don't need to pay £400 for cleaning a 2 bed either.

## 6. Tell tale signs a pro cleaned it and what to look for.

All surfaces free of dust, Glass surfaces clean and polished - no smears left behind! The oven - hardest thing to do well. No white residue, no brown spots inside. Inside of glass has been cleaned, no smears on kitchen units, the extractor - free of grease, corners and edges of floors free of dust and grime - don't forget that finger test! Bathroom fittings - not just wiped over but cleaned with limescale remover, wiped over, scrubbed and then polished dry..tiring and very hard to match!

## 7. How to not lose money over cleaning.

**Top tip** - be present at the end of the clean - check the main areas as listed above in Section 6. Work with a company that offers a call-back option so if the inventory clerk or you notice any issues you can have the cleaning company back to complete the missed areas, free of charge. Don't skimp - as a landlord having a professional clean attracts better tenants and starts off with a level of respect for the property and ultimately means going forward tenants vacating have to have it professionally cleaned.

As a tenant if the property really was spotless when you moved in - make sure you pay for a decent company to clean for check out Your weekly cleaner doing a few hours will not suffice - we promise!



# Chapter Three.

## Help! My Landlord Won't Do Repairs



# Help! My Landlord Won't Do Repairs.

## *The Do's & Don't's of Getting it fixed*

A rental should be a home and a home where a tenant feels comfortable and happy, they are after all paying the mortgage on the place via the rent of course. However it seems to be a common issue and sorry state of affairs that many landlords simply refuse to carry out much needed repairs to their properties, but should they have to is the question. Here we aim to guide both landlords and tenants on how to handle the situation when things need doing in a rental property and where the buck actually stops.

### **Keep everyone in the loop.**

A landlord can only make repairs if he is kept in the loop. As soon as something arises let him/her know so they can address it while it is still a little problem and not a enormous monstrosity of a headache that has got out of control due to being left to fester.

You may holler that you don't have any contact details for your errant landlord or they just don't reply - if this is the case request from your agent in writing for the landlords contact details - if they do not reply within 21 days - they could be fined up to £2,500 for

committing a criminal offence - knowing the law is sometimes very empowering! Alternatively google the landlords name - use 192 or failing all seek advice from Shelter or Citizens Advice.

### **Check the tenancy agreement.**

It is clearly laid out here, who is responsible for what. You can then quote this as a point of reference should anyone argue this fact.

It can take some reading but is worth the effort to know the facts. As long as a tenant did not cause the issue through misuse a landlord is legally responsible for most repairs including - the structure, exterior and communal areas of the property such as roofs, external doors and windows, gas safety, ventilation, sanitary ware, pipes and drains, chimneys and electrical appliances.

### **Keep your side of the bargain.**

You've got to keep your side of the bargain to avoid unnecessary dispute and this includes such

points as; keeping the place clean and tidy, letting the landlord access it every now and then to check what maintenance they need to do, carry out any minor maintenance that you can - treat it like your own home - change light bulbs and smoke alarm batteries, if something is loose - just screw it back up - a 2 minute job that can make for a happier home environment. Keep drains clear if you can see they are blocked and so on.

### **Put it in writing.**

The last thing needed is for deductions to be made from a deposit because the landlord says he wasn't informed about issues and the tenant swears blind they were reported. For everybody's sanity keep records - flag issues in writing, take dated pictures and email these as well.

If you get no reply - chase them up to confirm receipt. Offer times for these repairs to happen - remind them what their responsibilities are.



## Case Law that still stands today;

### *Warren vs Keen 1953*

*'The tenant must take proper care of the place. He must do the little jobs about the place which a reasonable tenant would do. If the house falls in to disrepair through fair wear and tear or lapse of time, then the tenant is not liable to repair it.'*

**Recent data shows nearly 1/3 of all private rentals fail the Decent Homes Standard. Councils have the power to make hefty fines if landlords do not comply.**

### **Don't withhold your rent.**

A definite NO, NO. As much as you would love to and the landlord may deserve it, you can't do this. this will put you in to rent arrears and the landlord can be within his rights to take steps to evict you. You can however organise for minor repairs to be done and deduct this from your rent, but ensure you follow the right legal procedures - which includes - advising of issues in writing, sending quotes, advise of date of repairs, advise of deductions of rent, send receipts, confirm re-confirm and confirm again - basically put it all in writing and get a good contractor! Oh and ps don't do any major repairs this is a definite minefield that you do not want to enter.

### **A Health and Safety Matter.**

A topic that needs greater detail and will be found in another blog of ours, but in brief if it relates to damp, mould, a gas leak, unsafe electrics, broken fittings that are causing a hazard such as a broken window loose carpet this is all a landlords responsibility - if they will not respond to you. Go to environmental health. Send details of the issue in writing with picture back up if possible. Use this as a last resort after all other contact attempts with your landlord has failed and the property is affecting your health.

The long and short, which is communicating clearly and keeping records to protect all sides. Life is





## Chapter Four.

Nightmare tenants, but how do I evict them?





## How to evict my tenants in 4 steps.

If you have had to Google this subject, chances are things are not good with your rental property and you could do with some sound tips on the next steps. So to aid you with this, we have been out there and gathered some facts that will; hopefully help to get the ball rolling and you pointing in the right direction. We would like to stress that we are not legal professionals in any way shape or form but have taken the low down from various sources to try and help guide you in this. This is a summary of what you need to do, but of course legal guidance is 100% recommended.

There can be various reasons why a landlord may feel the need to evict a tenant but the usual scenarios are;

- A tenant has fallen into rent arrears.
- They are causing great undue stress to the landlord through unexpected behaviours - such as damaging the property, making unreasonable demands or antisocial behaviour.

Another common reason is that a landlord just needs to regain possession for personal or financial reasons.

If you are at this point and have decided that eviction is the only option, then the following are the steps that you need to follow, assuming the tenant is on an Assured Short-hold Tenancy. To avoid the eviction failing or being accused of harassment it is fully advised to consult a solicitor.

**After landlords making a claim in court, on average it takes 118 days for the appointed bailiffs to remove tenants**



# Step 1.

## Notices to serve

If your tenant is on an AST, whether fixed term or periodic (periodic: month by month and no written contract) you can serve a Section 21 notice. No reason is needed to issue this notice, but 2 months notice must be given and it cannot be served in the first 4 months of a tenancy.

Other reasons may be; The fixed term has not ended, The property is an HMO without a license, the council has served improvement or emergency notices in the last 6 months, the tenancy started after April 2007 and you have not protected the deposit in a scheme A Section 8 notice should be served if your tenant has broken the terms of their tenancy agreement. This can be issued at anytime during the tenancy and there must be a legal reason.

Further information can be found at:

<https://www.gov.uk/evicting-tenants/section-21-and-section-8-notices>

## Before Issuing a Section 21

You must have provided your tenants with 3 important documents at the start of their tenancy. As a landlord if you haven't provided the tenant with these 3 documents the Section 21 could be invalid and get overturned in court;

- An Energy Performance Certificate (EPC)
- A current gas safety record

The Governments 'How To Rent Guide' found here:

<https://www.gov.uk/government/publications/how-to-rent>

In an ideal world the tenant will now leave your property on the specified date given in the notice, however as we know, it's not an ideal world and these things don't always go to plan, so...

# Step 2.

## Make a possession order

Once the correct notice has been served, which notifies of you intent to regain possession you should either use an **accelerated possession order** this can be used if you do not wish to claim any rent arrears, have a written contract and have issued a Section 21 or a **standard possession order** if you issued a Section 8 or 21 and wish to claim rent arrears.

Standard possession order currently costs £325 and can be done online here;

<https://www.gov.uk/possession-claim-online-recover-property>

Accelerated possession order currently costs £355 and the forms to be posted to a court near you can be found here: <https://www.gov.uk/evicting-tenants/accelerated-possession-orders>

# Step 3.

## The court, a hearing or an order

Following making your possession orders; the Court and Judge will decide if they want a hearing or if they are going to make an order. There are a number of outcomes to both of these which will be explained to you once you are at this stage of the process and more info can be found on [gov.uk](https://www.gov.uk)

# Step 4.

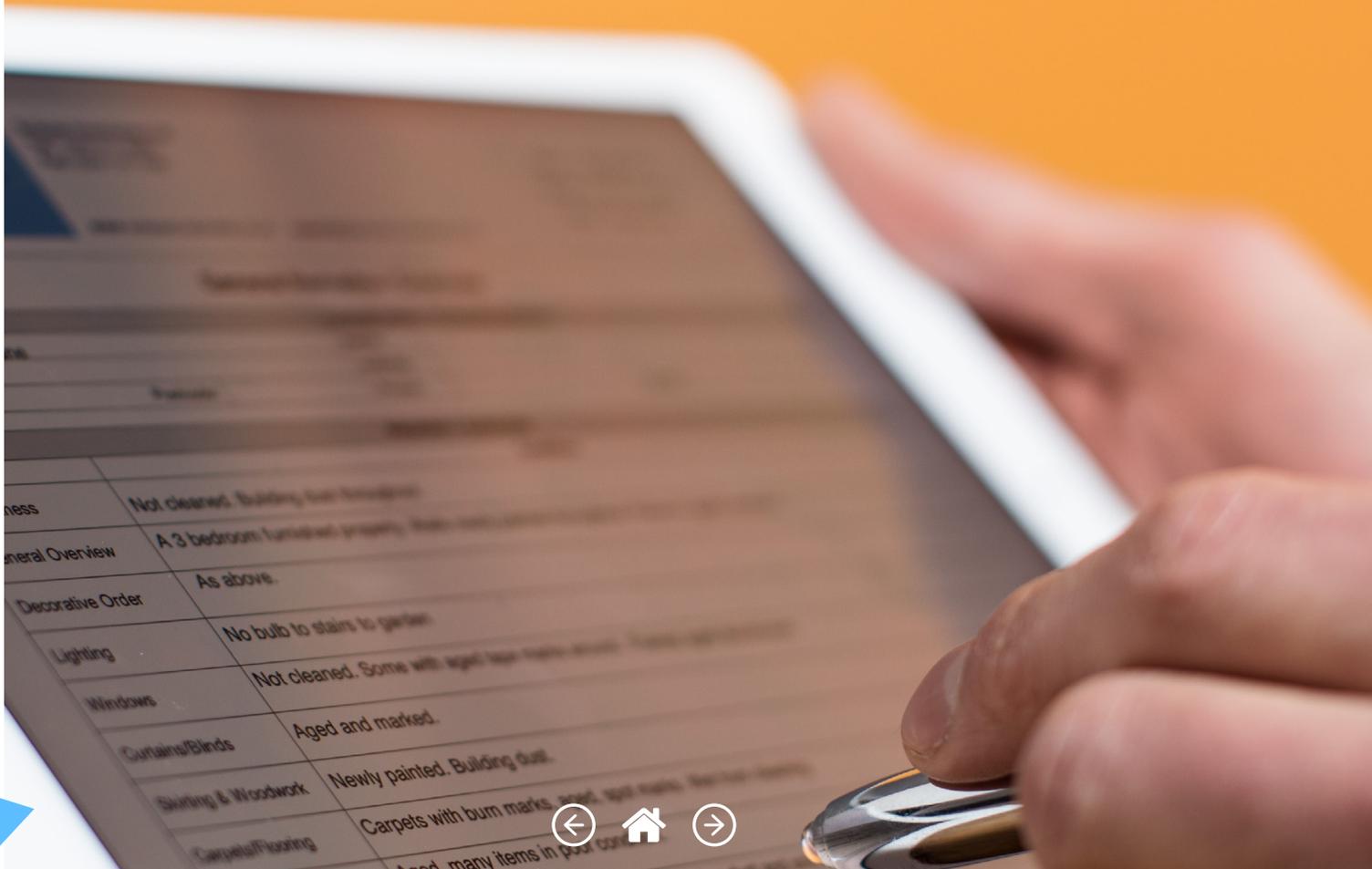
## Warrant of possession

If the court has now issued an order for the tenant to leave and they still do not leave on the given date, agghhhhh a torrent of angst, blood sweat and tears are bound to hit you at this point. Now you can ask the court for a warrant of possession and this currently costs £121. The court will then issue an eviction notice. If they still don't

leave you can apply for a warrant of possession for a bailiff to evict them.

All in all it's a process we all want to avoid, however if you find yourself needing to follow these steps, make sure you are prepared and have dotted the I's and crossed the T's to the very last letter.

The whole eviction process can take between 6 and 9 months and can be costly, so ensure you take thorough proper legal advic. Full advice can be found on various websites such as [gov.uk](http://gov.uk) and the [national landlords association](#) and [Citizens Advice](#).



## Chapter Five.

What is classed as damage at checkout?



# What is classed as damage at checkout?

Considered by many as the million dollar question and if only there were a nice tick box to tell us the answer, but due to properties being properties and tenancies being tenancies and them all being so vastly different this is never going to be possible.

So we have to garner what information we can and apply it in as a fair a way as possible based on the facts.

Wear and tear in a property is what a landlord can expect to see through the passage of time, so such things as shading to paint, rubs on walls, odd chips on woodwork, hinges becoming slightly loose, laminate or lino becoming some what worn, carpets becoming flattened and some times shaded with age, the slight dulling to appliances and so on.

To clarify on what we consider beyond normal wear and tear would be things that go beyond the normal usage of a property during the passage of time, so where a tenant has knowingly or unknowingly caused damage to a property or its contents and so reducing its expected life expectancy through this misuse.

For example where a tenant has caused damage to a property that is not inline with normal day to day usage, such as burning something, creating a hole in a wall through misuse, causing permanent damage due to lack of cleaning during the tenancy, causing gauges to surfaces that are beyond day to day usage, causing stains through spillages that go untreated, using force that causes fittings to snap, break or come off walls etc.

The list is exhaustive really, but this should help clarify the pathway for what are considered damages.

If you work with a good old fashioned stand up Inventory company you will find they are guided by various bodies including the AIIC and ARLA Property mark to ensure they are working to set industry standards and their clerks are trained to operate and abide by these guidelines. Therefore protecting everybody's interest and making sure landlords can make claims where needed and tenants can dispute these claims if they are not correct.

*The house of Lords define fair wear and tear as follows:*

“  
**Reasonable use  
of the premises  
by the Tenant  
and the ordinary  
operation of  
natural forces**  
”

# Chapter Six.

## What Happens after check out?

How do I get my deposit back?



## What happens after check out?

The dreaded move day has finally come, you are exhausted after packing a thousand boxes, throwing out 2 tonne's of gathered junk and organising the transfer of all the utilities and then, there is your deposit to think about. So great, you have the tenancy agreement to read and decipher which will give you all the information you need on what happens next and how you actually get your money back, but do you really have the will to read it? No, so we will tell you what you need to know right here.

Depending on your scheme things differ slightly but the end result is the same your money should be protected until an agreement is reached. If tenant and landlord don't agree then the right forms have to be filled in and it goes to arbitration.

Click the arrow to see some answers to the most commonly asked questions we hear at check out.



“

**The key to a stress free process is keeping everything in writing and having ample evidence**

”

# What happens after check out?

*How do I get my deposit back?*

## Question 1.

**When will I get the check out report?**

**A.** Most decent providers will have it back to the customer within 24 - 48 hours, however some companies still think a week is OK so don't be afraid to chase. If the landlord doesn't respond, call the inventory supplier and they will be able to guide you on how to get the report.

## Question 2.

**What if I don't agree with the content of the check out?**

**A.** To avoid issues, we recommend to always take your own pictures before leaving (as well as at the start), keep any cleaning receipts you have and correspondence between agent & landlord. You can contact the inventory supplier to discuss the reasons for their comments.

## Question 3.

**How do I get my deposit back?**

**A.** Send a written request to your landlord as soon after the check out as possible. They then have 10 days to return the deposit, in full or in part if there are suggested deductions.

## Question 4.

**If I don't agree with some of the deductions will it take ages to get my full deposit?**

**A.** No, the landlord must promptly return any non-disputed amounts. i.e. Your deposit is £1500, landlord wants to keep £700 you agree on £300 but not the extra £400. the landlord should return £800 to you, whilst the rest is discussed.

## Question 5.

**What should I do if I don't agree on the amounts suggested?**

**A.** Tell them in writing you don't agree. Ask for evidence - quotes, invoices and then ultimately negotiate. If you really can't reach an agreement then you need to use the ADR (alternative dispute resolution service) of your deposit scheme - info should be in your AST of who this is.

**Once deductions have been suggested, the landlord should return the remainder of the deposit within 10 days, the disputed amount sits on account until agreement is reached.**



# Chapter Seven.

A Landlords Mini Guide to Deposit Returns



**Preparation for a deposit dispute starts at the beginning of a tenancy, not when it ends' Deposit Protection Service.**

Check Out time has come around again and whilst having to worry about finding a new tenant to avoid an empty property you also need to deal with the minefield area of deposit releases. The last thing you want as a landlord is to be left out of pocket, so this guide is to help you step through the process and do everything you can to avoid being left unable to claim when you really need to.

We will run through, in brief, how to be successful with claims against deposits, what you can actually claim for and how to release the deposit.

Click the arrow for some useful links to guides:



In brief; Once a tenant has requested their deposit monies be returned, you have 10 days to either return the full amount or in part, if there are deductions you want to make.

You must advise the tenant in writing of what you want to deduct, what this is for and the amount.



# A Landlords Mini Guide to Deposit Returns.



**Without thorough clear evidence, any award on a deposit will go to the tenant. A landlord needs to provide proof that their claim is correct.**

**How to be successful with claims from a deposit:**

There is 1 very important word that needs to be headed: **evidence**. It's all about evidence, the more you provide the more likely you are to win.

**So what is classed as evidence?**

- The tenancy agreement
- A detailed check in report and check out report, containing photographs that are dated
- Copies of emails and letters between you and the tenant or agent estimates, receipts, invoices, quotes for works

If your evidence is not detailed and thorough, arbitration will award the monies to the tenants. **60%** of disputes are raised by tenants, so be prepared.

**What can't landlords claim for?**

Any amount over the deposit amount. If you have extra claims it must go through the courts. Any claims related to the resolution of the deposit dispute - these costs must be borne by landlord and tenant.

**Betterment** - this is basically where you end up better off than you would have done. A landlord can only claim an amount that would put the property back in the condition it would have been, without the damage.

**Fair wear & tear** – length of tenancy, number of tenants and age of item at start must be considered when making deductions. Anything Online with 'normal usage' cannot be claimed for.

**How to release the deposit.**

The best way to get a quick resolution is to agree by email with your tenant what you want to deduct and what it is for. Then register it with the scheme.

You should have email confirmation of registering the deposit with your chosen scheme. You will need to login and register what you want to claim and what you want to release. The scheme will then email the tenant this information and they will need to either agree or disagree. Once all agreed you will get an email advising of next steps - if the scheme has the money you don't need to do anything as they will release the cash in to the relevant accounts.

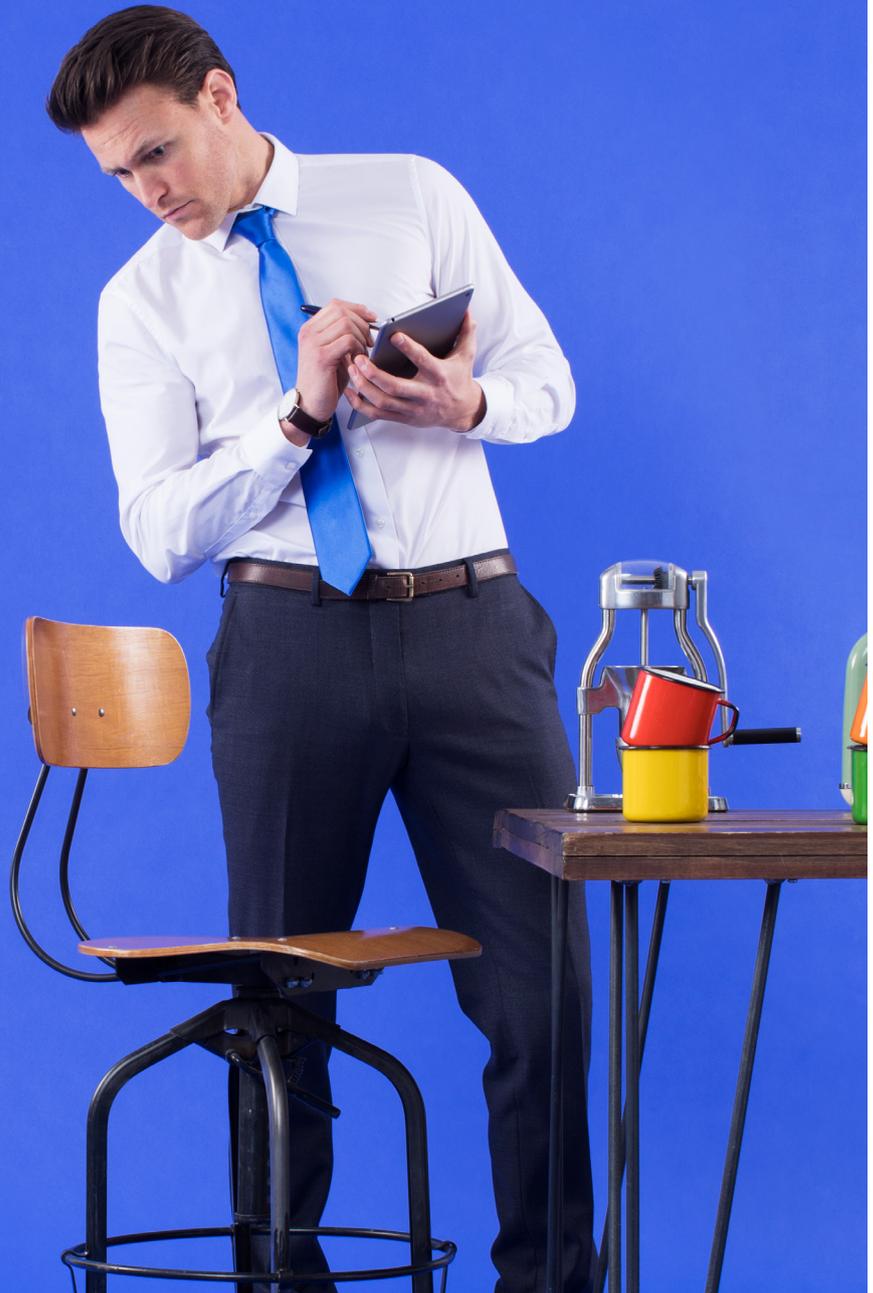
My Deposits and The TDS all have detailed guides on how this all works. You might find these useful:

<https://www.tenancydeposit-scheme.com/resources/files/The-progress-of-a-dispute.pdf>

<https://www.mydeposits.co.uk/wp-content/uploads/2016/03/mydeposits-rules-for-claiming-guide.pdf>

In short, as long as you evidence everything, you will be successful. The moment you don't you will not be able to claim when the worst happens. Having a proper inventory and following scheme guidelines is a little like having insurance - you don't need it most the time, but when things go wrong you will be so glad you paid for a professional inventory and kept records.

For any ad hoc advice we are always happy to help, so please feel free to connect with us on social media or by calling our enquiries line on:  
**020 3411 8090**



# Chapter Eight.

Using the Deposit as the Last Months Rent



# Using the Deposit as the Last Months Rent.

## 5 Top Tips to avoid this happening...

An age old trick tried many times, by many tenants “Please Mr landlord just use my deposit for the last months rent”. A good question though, and one many people may respond to with ‘Well I don’t see why not’ However on so many levels this is wrong and could leave a landlord immensely short of pocket. So what is the correct answer to this? Is this allowed?, you may well ask and the long and short of this is no, this is not allowed and not what the deposit is for. The deposit is not for arrears, it is for damages, hence its name damage deposit. If the tenant fails to pay you their last months rent they are effectively in rental arrears. A promptly following second question though would be how on earth can you avoid this happening?

**Here we list the best ways to avoid and deflect this from happening:**

### Tip 1.

#### **State it at the start of the Tenancy**

Make it explicit at the start that the deposit is for damages and not rental arrears.

### Tip 2.

#### **Refer to the Tenancy Agreement**

If they do suggest this as a course of action advise them in writing of the clause in their AST that adds an interest rate to any late rent received.

### Tip 3.

#### **Remind them of future Referencing**

You could also remind them that if they are renting again they may well need a reference from yourself and by going into rent arrears you would not be able to provide a good reference.

### Tip 4.

#### **Insufficient Monies for Damages - CCJ looming**

If they do follow this path and at the end of the tenancy there are deductions to be made without sufficient monies left to cover these damages you will be requesting the additional monies direct from them, if this is then not paid you will pursue court action which could result in a CCJ.

### Tip 5.

#### **Tenant ID and Landlord Referencing Database**

A final threat would be that you will add their name to the Tenant ID and Landlord Referencing database which will make it very difficult for them to rent again.

I would hope with the above guiding hand and advisory slant to the tenants, that they may think twice before using the deposit for any final rental payments.

The easiest way to reduce the likelihood of this happening though is through clear communication with your tenants, at the start and throughout the tenancy, of your expectations of them and what is legally required of them as tenants. We hope that some of the advice above has helped you. Connect with us on Facebook and LinkedIn to receive updates of all our tips and tricks and property know-how.

**If a landlord agrees to off set the last months rent from the deposit, there is no way to then go back and claim for damages later found, even through arbitration. Pursuit of the tenants would need to be through the courts or costs would simply have to be absorbed. by the landlord**



# Chapter Nine.

The Round-up





## Removing the blur.

This E-Book has been written in the hope to try and remove some of the ambiguity in the murky world of tenancies and inventories. And in the hope that some shared information can lead to fewer disputes happening and scarcer maltreatments of the innocent guys.

A lot of disputes come down to parties only seeing things subjectively, so if everybody was able to take snippets of information and see things from the other side and from a factual base we might avoid these lengthy deposit returns. Knowing when a clean is a proper clean or just a clean, when someone is taking advantage of a situation or someone is not acting in line with the law and where you can go for

guidance and what is the best way to handle it for the most effective results.

The last thing you want is a dispute and to not be protected and to have to utter the phrase 'If only I'd...' so Eclipse Inventories make it their mission to train our clerks, educate continually, learn from our mistakes and be committed to you.

Some landlords and even agents, question the use of professional Inventory companies but we don't just write a list, we make it our vocation to educate ourselves in all things lettings so we are armed with the facts to protect fairly and evenly and make sure that your investment is protected and your

time valued. We cannot promise to eliminate disputes, but we can avow to helping you know your rights and the facts and having the evidence to see you right.

If you have enjoyed this E-Book please do let us know and be sure to know there are plenty more useful tips to be shared.



If you would like a no strings attached chat or meeting we would love to hear from you.

For **20% off** your first booking please use the code **Ebook2018** when making a booking.

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