

# Your Deposit Return Process Explained



## Overview

At Fraser & Co, we aim to make the check-out and deposit return process as smooth as possible. Here's an overview of what to expect when it's time to move out.

When your tenancy comes to an end, we follow a structured process to ensure that everything is handled efficiently and fairly. This process involves an independent third-party inventory clerk, your property manager, and your landlord, all working together to facilitate the return of your deposit. Here's a step-by-step breakdown of what happens:

## Steps



### Scheduling the Check-Out

An independent third-party inventory clerk will contact you to arrange the check-out on the final day of your tenancy (or the next working day).



### Returning Keys & Fobs

Please return all keys and fobs to the inventory clerk unless you've made alternative arrangements with your property manager.



### Receiving Report

We will receive the inventory report within one working day of the check-out.



### Landlord Review

The check-out report will be sent to your landlord to review and approve any suggested charges.



### Landlord Response Time

We ask landlords to respond within five working days. If no response is received, we will agree on the charges on their behalf.



### Tenant Notification

We will send you the report along with any proposed charges.



### Agreeing Charges

If you agree with the charges, please notify your property manager and provide any outstanding documentation, such as proof of payment for final utility bills. If you disagree with the charges, we will release the undisputed portion of the deposit and discuss your comments with the landlord.



### Deposit Return

Our accounts team will process and return your deposit within three working days after receiving your documents.

## Important Notes

- The tenancy agreement is between you and your landlord. While we strive to mediate and ensure fairness, the final decision on any deductions is made by the landlord, based on recommendations from an independent inventory clerk.
- Property managers at Fraser & Co do not have the authority to make the final decisions regarding deposit deductions. Their role is to facilitate communication and ensure the process runs smoothly.

If you have any questions or need further assistance, don't hesitate to reach out to your property manager. Our goal is to make your move as stress-free as possible. Thank you for choosing Fraser & Co. We appreciate your cooperation and wish you all the best in your future endeavours.