



MINISTRY OF DEFENCE

**THE PRE MOVE OUT
ADVISORY LEAFLET
FOR SFA IN
ENGLAND AND WALES**

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Introduction

You are due to Move Out of your Service Family Accommodation (SFA) soon. This leaflet is provided to enable the move to be easier and less stressful for all concerned. It is not an exhaustive list of requirements, but focuses on key points that we hope will help you in preparing your SFA for Move Out.

The Pre Move Out Advisory Visit

The Joint Services have agreed that the Pre Move Out Advisory Visit (PMOAV) is a mandatory requirement. It provides the ideal opportunity to discuss your impending Move Out with your Housing Officer (HO) and is an opportunity for you to receive helpful information to prepare the SFA for Move Out. It also helps us in preparing the property for the incoming family. Please refer to your Licence to Occupy for complete requirements of a Licensee.

Where the Housing Information Centre (HIC) have issued a Pre Move Out DVD, which gives visual help and advice on how best to prepare your SFA for Move Out, please hand this DVD back to the Housing Officer (HO) at your Move Out appointment.

Date and Time of your Move Out

A HO will attend the Move Out appointment on the date and time you have agreed with the HIC. Your appointment will be confirmed in writing. The property must be ready, in all respects, at the agreed time. The HO works to an appointment system so if you are not going to be ready for whatever reason, please contact your HIC to arrange an alternative appointment. Failure to do so may result in the HO being unable to undertake your Move Out and cause you and your family inconvenience, particularly if you have a long way to travel to your new address.

Contact Number for the Housing Information Centre: 0800 169 6322

Note: If you are using a removals firm, ensure they are aware of the time you need them to turn up, 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.

Using a Proxy (a person authorised to act for another) at Move Out

If the licensee will not be available to undertake the Move Out, a proxy may be nominated to act on behalf of the licensee. A proxy form will be attached to the confirmation of appointment details. This form must be completed, signed and returned to the HIC 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. The Licensee or nominated proxy must be at the handover or the HO will be unable to conduct the Move Out procedure.

Standard Required for Move Out (What the Re-Let Standard Means)

An indicative list of the re-let standard (fair wear and tear apart) is described below:-

GENERAL

Carpets	Hoovered, stain free throughout and free of infestation (where pets have been living).
Curtains	Washed, clean and re-hung.
Floors	Clean and free of marks.
Radiators	No dust or finger marks, in front or behind.
Walls	No stains or marks, except where picture hooks are left by agreement with the Housing Officer at the Pre-Move Out Advisory Visit.
Woodwork	No dust or finger marks.
Windows & Frames	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.

BATHROOM

Bath, Sink & WC	Clean and free of lime scale, inside and out. Taps and underside of sink, clean and polished.
Tiles	No finger or splash marks and free from mildew / mould between the tiles.

KITCHEN

Cookers	Grease free inside and out and free of carbon deposits. Cooker hoods and filters should be clean and grease free.
Cooker Frame & Surrounds	Clean and grease free, underneath and behind.
Work Surfaces	Clean (including edges and underneath)
Tiles	No finger, splash or grease marks.
Sink	Clean and free of limescale, inside and out.

OUTSIDE

Gardens	Tidy, with grass cut, hedges trimmed and flower beds weed free.
Paths	Swept, weed free & clean.
Garages	Swept, empty and free of cobwebs.
Garden Rubbish	None anywhere (you are required to dispose of it prior to Move Out)
Rubbish Bins	Empty and clean inside and out.
Sheds	Swept, empty and clean, free of cobwebs.

Helpful Additional Notes:-

Bathroom, WC and Cloakroom

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

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 and 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.

Curtains

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

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. 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, blue tac and shelving should be removed and the walls made good, except where it has been previously agreed that they may be left in situ.

Documentation

Besides the Gas Safety Test Certificate there may be other pieces of documentation relating to the property, fittings or fixtures (Electrical Certificate). Please make this paperwork available for the HO at both the Pre Move Out and Move Out appointments.

Garages and Sheds

Garages and sheds should be cleaned, swept out and cobweb free. All keys should be made available for handover. 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 and paths should be swept clean and weed free. Drainpipe wells should be clear of leaves and rubbish. Please remove compost heaps and any accumulation of leaves, and fill in any ponds. 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 your Contractor to attend to trees, or hedges over 2.5m high. Work is not carried out between March and September.

Note. 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

Please remove your garden furniture and garden toys (slides, swings, garden storage and greenhouses).

Gas and Electricity Meters

If you have fitted a key/card meter during occupancy you must arrange for these to be replaced with standard meters **before** you Move Out. The HO may have to defer Move Out until you have changed the meters over. You may also incur additional charges if replacement meters have to be fitted by DE Ops Housing. If you have any queries with regard to your key meter, please contact your HIC or HO for further guidance.

Gas Safety Certificate

All properties have gas safety checks carried out annually. The certificate provided at the last annual check should be made available to the HO at the Pre Move Out and Move Out visit.

Keys

All keys to the property and garage provided at Move In must be handed over at 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 prior to the Move Out appointment.

Kitchen

Kitchen sinks, cupboards, drawers, worktops and all surfaces are to be cleaned, particularly areas where grease may have accumulated. Wall tiles around worktops and the cooker should be degreased and cleaned. Floor tiles must be clean and dry prior to Move Out. The kitchen fluorescent light diffuser must be removed, cleaned & refitted.

Pets

If you have had pets, particularly cats and dogs, you must ensure there is no infestation present in the house. 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. See also “Gardens” above about damage caused to gardens by pets. If you have installed a cat/pet flap in any door you must make arrangements for removal and door panels to be reinstated.

Redirection of Mail

It is your responsibility to arrange for your post to be redirected to your new address by making the necessary arrangements with the Post Office. Your Disturbance Allowance includes an element to pay for this. This takes at least 5 working days to take effect. DE Ops (Housing) are not responsible for redirecting mail.

Repairs

Any outstanding repairs on Move Out, which are deemed to be other than fair wear and tear, may be rechargeable to the outgoing occupant.

**To report your repairs telephone
Modern Housing Solutions on:
0800 707 6000**

Rubbish

Rubbish, including any in the garden, garage and other outbuildings, should 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 situ. 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.

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.

MOVE OUT INSPECTION - FINAL CHECK LIST

This list is not exhaustive but should help you prepare your SFA for a Move-Out inspection.

Items	Checked
Bathroom / WC	
Is the bath clean, stain free and ready for immediate use?	
Have the drains, taps and underside of sinks been 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?	
Kitchen	
Is the cooker & surround clean, grease free, stain free and fit for immediate use?	
Has the filter in the extractor hood been replaced?	
Are all kitchen cupboards and drawers clean and free from dust particles?	
Has the kitchen light diffuser been removed, washed and refitted?	
General	
Have all parts of the window frames and panes been cleaned and polished on both sides and internally (when the window is open)?	
Have the tops of all doors, picture rails, curtain rails / pelmets been cleaned?	
Has all woodwork (doors, frames, skirting boards, cupboard etc.) been washed?	
Have all lampshades (where fitted), light fitments and switches been cleaned?	
Are all lights in working order with new bulbs if necessary?	
Have all walls been dusted or washed and all marks removed?	
Have all vinyl floors been swept and washed?	
Are all storage heaters/boilers/fires clean and dust free?	
Are the hearth and fireplace clean and dust free?	
Have all curtains been washed/cleaned, ironed and re-hung?	
Have carpets been cleaned?	
Have all cobwebs been removed from the property?	
External	
Has the garage/shed/out house been cleaned out and ready for use?	
Has all household rubbish been disposed of?	
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?	
Has all other garden debris been removed from the property?	
Have the front and rear doors and thresholds been washed down?	
Have all paths, steps and approaches to the property been weeded?	
Have you re-directed your mail through the Royal Mail Redirection Service?	

- ✓ **If you can tick all the above with confidence, you should have a good Move Out**