



How To (Post-Tenancy)



Who should read this?



Tenants



Agents



Landlords

Insured

Custodial

How TDS approaches disputes involving cleaning

Key principles in our approach to cleaning disputes

These key principles guide our approach to dealing with disputes about cleaning. However every case has to be reviewed on its merits.

1. We look for evidence that the property was less clean at the end of the tenancy than the start. We will not make an award solely on the basis of an obligation in the tenancy agreement.
2. The best evidence of condition at the start of a tenancy is a comprehensive Inventory and Schedule of Condition. It must mention cleanliness, preferably in a schedule. Please see the following example of a Schedule of Condition which can be used to explain the property's condition. Note that it includes separate references to carpets, curtains etc.
3. If the check in does not mention cleanliness, we will not assume the property is clean

We do not regard a general statement that the property is in 'good condition unless otherwise stated' as including cleanliness.
4. If there is no check in report, we will consider other evidence such as a detailed invoice for cleaning at the start of the tenancy.
5. We will consider any amendments made by the tenant to the check in report at the start of the tenancy.
6. Photographs and video evidence are generally of little value in support of cleaning claims, other than for individual items such as ovens or other kitchen appliances. Please see our guidance on The use of photographs, videos and DVDs for more information.
7. The best evidence of condition at the end of a tenancy, for the benefit of both parties, is a comprehensive check out report. This is most persuasive if it has been completed clearly with reference to the check in report and includes a schedule as above.

8. Invoices or quotes are helpful to support a claim, although TDS is not bound to accept the full amount claimed. They should be as detailed as possible. If it is clear that the work undertaken is no more than was necessary to restore the property to its pre-tenancy condition, we are likely to make a full award.
9. Where the work described is more than was necessary, or did not take account of deficiencies at check in, any award is likely to be reduced.
10. Where the invoice is not detailed (for example to include minimum call out charges or parking/congestion charges if applicable) and appears too high for the work required, we are likely to reduce the award.
11. Where we have no invoice or quote, we will use our own judgement to determine if the amount claimed is appropriate. We use sources such as the internet, or our experience of similar cases in a given region and take into account factors such as the size of the property.
12. We do not regard fair wear and tear as relevant in cleaning claims.

Please note that this is an example of a Schedule of Condition (i.e. a summary) that can be used as part of a check in report. It does not in itself avoid the need for a properly completed check in report.

SCHEDULE OF CONDITION

Flat 1, The Avenue, Anytown AB1 2CD

17TH April 2012

| | | |
|---------------------|--|-------------------------------|
| Notes | Three bed, one bath, fully furnished maisonette. All switches and sockets unless otherwise noted in a standard white plastic fitting. | |
| Cleanliness | Property has been cleaned to a professional standard. There have been workmen in the property since the tenants vacated. WC requires cleaning both upstairs and downstairs. Floor in bathroom requires further cleaning. | |
| Decoration | Property is in excellent decorative order throughout. | |
| Carpets/hard floors | Carpets generally reasonable order. Not professionally cleaned. | |
| Upholstery | In use, but good order. | |
| Curtains | Not professionally cleaned. | |
| Linen | Used, but clean order. | |
| Contents | Tidy. | |
| Windows | Cleaned to interior. | |
| Lighting | In working order. | |
| Garden | In good seasonal order. | |
| Meters | Gas 0645 S291885 | Electricity 6132 F81A16248 |
| Keys: | Sets: 3 1 x brass Chubb key 1 x brass Yale key, Additional front door key found, left in kitchen | |

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