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| ESTATE AGENTS (EST. 1978)  Sales Rentals Management | Hoskins logo | |
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**FAQ- Tenants**

*Do I have to use professional cleaners at the end of my tenancy?*

At the end of the tenancy, tenants are required to clean the property to the same standard to which it was cleaned prior to the start of the tenancy. Whilst tenants have a right to clean the property themselves, if the property had been professionally cleaned at the start of the tenancy, the tenant must clean it to the same standard at the end of the tenancy; if the clean is not carried out to the same standard, then the landlord can arrange for a professional clean and claim associated costs against the tenant’s deposit.

*What is holding deposit for?*

To reserve the property whilst reference checks and preparation for a tenancy agreement are undertaken, you will need to pay a ONE WEEK holding deposit.

Your holding deposit can be retained where:

* you provide false or misleading information which we can reasonably consider when deciding to let a property
* you fail a right to rent check
* you withdraw from a property