

GETTING YOUR DEPOSIT RETURNED

24 DAYS
on average for
deposit returns



1. Once you've moved out of the property you'll need to return all sets of keys to our office.



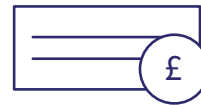
2. Someone from the Uni2 Rent team will visit the property to inspect for any damages, check if it needs cleaning, and take meter readings to calculate utility usages. This can take up to a week due to the amount of people moving out at the same time.



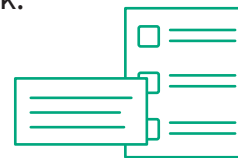
3. Details of repairs or cleaning required are sent to our Maintenance team.



4. The Maintenance team will arrange for repairs to be completed and for any cleaning to be done. This can take up to two weeks.



5. Once repairs and cleaning are complete, the contractors send Uni2 Rent an invoice for the work.



6. Our team will send you a copy of your Checkout Report, along with the cost of any deductions to your deposit or Reposit for repairs, cleaning, or utilities overspend. In some cases, this can be up to 4 weeks after your tenancy has ended.



7. We'll send your deposit back to the lead tenant in your group, with any costs deducted for damages, cleaning, or utilities overspend. If you have a Reposit, we will process any deductions online. You can email us back if you disagree with any of the charges.

Got a question?

Call our team for a chat on **0115 870 8069**
or drop us an email at **rent@uni-2.co.uk**

