

End-of-Tenancy Evidence Pack

A practical record for cleaning, photographs, provider scope and handover evidence.

PROPERTY AND CHECK-OUT DETAILS

PROPERTY ADDRESS - LINE 1	TOWN / CITY AND POSTCODE
TENANCY END DATE	CHECK-OUT APPOINTMENT
LANDLORD / AGENT	DEPOSIT SCHEME / REFERENCE

BUILD YOUR EVIDENCE BUNDLE

☐ Check-in inventory or condition report	☐ Original check-in photographs
☐ Tenancy agreement and cleaning clauses	☐ Written cleaning quote and scope
☐ Cleaning invoice or payment receipt	☐ Check-out report or inspection notes
☐ Final meter photographs	☐ Key return receipt or written confirmation
☐ Relevant emails or messages	☐ Other supporting document

THE FIVE-STEP WORKFLOW

1 COMPARE Use the check-in inventory and photographs as the starting point.	2 PLAN List the cleaning scope, exclusions, access and specialist extras.	3 CHECK Work room by room and record anything that needs action or clarification.
4 PHOTOGRAPH Keep original dated files and link each important image to a photo reference.	5 HAND OVER Record meters, keys, reports, receipts and any written re-clean deadline.	

IMPORTANT - ENGLAND LEGAL CONTEXT

Shelter England explains that a rented home normally needs to be returned to the same cleanliness standard recorded at check-in. A landlord cannot simply require a tenant to pay for professional cleaning. Rules and tenancy arrangements differ in Scotland, Wales and Northern Ireland. Check current official guidance for your nation and your own agreement.

Kitchen and Utility Checklist

Check against the original inventory; use photo references for anything important or disputed.

ROOM-BY-ROOM RECORD			
AREA / ITEM TO CHECK AGAINST THE CHECK-IN RECORD	DONE	N/A	PHOTO REF
Worktops, splashbacks and exposed surfaces	☐	☐	
Cupboard and drawer exteriors	☐	☐	
Cupboard and drawer interiors, when in scope	☐	☐	
Sink, taps, plugholes and visible limescale	☐	☐	
Hob, burners, controls and surrounding area	☐	☐	
Oven, grill, shelves and supplied trays, when in scope	☐	☐	
Extractor hood, cover and accessible filter	☐	☐	
Fridge and freezer emptied, defrosted and cleaned	☐	☐	
Dishwasher interior, seal and accessible filter	☐	☐	
Washing machine drawer, seal and exterior	☐	☐	
Tumble dryer lint filter and exterior	☐	☐	
Bins emptied and all rubbish removed	☐	☐	
Floors, edges, skirtings and accessible corners	☐	☐	
Doors, handles, switches and accessible sockets	☐	☐	
Windows, internal glass, frames and sills, when in scope	☐	☐	
Utility area, storage and supplied movable items	☐	☐	

Bathrooms and Living Spaces

Record completion, not a guarantee of deposit return or inspection outcome.

BATHROOMS AND WC

AREA / ITEM TO CHECK AGAINST THE CHECK-IN RECORD	DONE	N/A	PHOTO REF
Bath and shower surfaces, screens and accessible fittings	☐	☐	
Toilet, seat, base and surrounding floor	☐	☐	
Basin, taps, plughole and visible limescale	☐	☐	
Tiles, grout and accessible sealant	☐	☐	
Mirrors, shelves and storage exteriors	☐	☐	
Extractor cover and accessible vents	☐	☐	
Radiators, towel rails and exposed pipework	☐	☐	
Floor, edges, skirtings, door and handles	☐	☐	
Personal items and rubbish removed	☐	☐	

LIVING / DINING AREAS

AREA / ITEM TO CHECK AGAINST THE CHECK-IN RECORD	DONE	N/A	PHOTO REF
Floors or carpets vacuumed and treated as agreed	☐	☐	
Skirtings, ledges and accessible surfaces	☐	☐	
Doors, frames, handles, switches and sockets	☐	☐	
Windows, internal glass, frames and sills, when in scope	☐	☐	
Light fittings and shades, where safely accessible	☐	☐	
Supplied furniture and storage checked against inventory	☐	☐	
Fireplace or feature areas cleared and cleaned as agreed	☐	☐	
Belongings, waste and unauthorised items removed	☐	☐	

Bedrooms, Access and Exterior

Use N/A where the item is absent or outside the written cleaning scope.

BEDROOMS, HALLS, STORAGE AND OUTSIDE AREAS			
AREA / ITEM TO CHECK AGAINST THE CHECK-IN RECORD	DONE	N/A	PHOTO REF
Bedroom floors or carpets	☐	☐	
Wardrobe and storage exteriors	☐	☐	
Wardrobe and storage interiors, when in scope	☐	☐	
Skirtings, ledges and accessible surfaces	☐	☐	
Doors, frames, handles, switches and sockets	☐	☐	
Windows, internal glass, frames and sills, when in scope	☐	☐	
Supplied beds, mattresses and furniture checked	☐	☐	
Stairs, landings and hallway floors	☐	☐	
Entrance door, internal doors and accessible glass	☐	☐	
Bannisters, rails, switches and common touchpoints	☐	☐	
Storage cupboards, loft or cellar cleared as agreed	☐	☐	
Balcony, patio or terrace cleared and swept, when included	☐	☐	
Garden waste and tenant belongings removed	☐	☐	
Garage, shed and outbuildings cleared as agreed	☐	☐	
Wheelie bins used correctly; excess rubbish removed	☐	☐	
Parking space and access route left clear	☐	☐	
All supplied items returned to recorded locations	☐	☐	
Final whole-property walk-through completed	☐	☐	

Check-In vs Check-Out Comparison

Describe observable condition and cleanliness; avoid assumptions about cause or liability.

LIKE-FOR-LIKE COMPARISON LOG

ROOM / ITEM	CHECK-IN RECORD	CHECK-OUT RECORD	PHOTO / ACTION REF

GOOD EVIDENCE IS SPECIFIC

Use a neutral description such as 'grease visible on oven door' or 'carpet mark beside window'. Link the note to the original inventory and a dated photo. Keep repair, damage and fair-wear decisions separate from this cleaning record.

Dated Photo Log

Keep the original image files; this page records what each file shows and where it belongs.

PHOTO INDEX

FILE / PHOTO REF	ROOM / ITEM	DATE / TIME	WHAT THE IMAGE SHOWS

PHOTO PRACTICE

Take a clear overview of each room, then close-ups of important details. Photograph meter readings with serial numbers where visible. Keep original files and backups. Avoid including faces, identity documents, bank details or other unnecessary personal information.

Cleaning Provider Scope and Receipt

The provider's written quote and terms take priority over this planning record.

BOOKING DETAILS

PROVIDER NAME	QUOTE / BOOKING REFERENCE
SERVICE DATE / TIME	CONTACT ROUTE

WRITTEN SCOPE

☐ General rooms	☐ Kitchen	
☐ Bathrooms / WC	☐ Oven	
☐ Fridge / freezer	☐ Carpet treatment	
☐ Internal windows	☐ Cupboard interiors	
☐ Upholstery	☐ Other specialist item	
EXCLUSION / LIMIT 1	EXCLUSION / LIMIT 2	EXCLUSION / LIMIT 3

INVOICE / RECEIPT

INVOICE NUMBER	TOTAL AND VAT TREATMENT	PAYMENT DATE
☐ Invoice or receipt copy saved	☐ Written scope copy saved	☐ Provider photos saved, if supplied

RE-CLEAN OR CORRECTION TERMS

DEADLINE STATED BY PROVIDER	REQUIRED CONTACT METHOD
EVIDENCE REQUIRED	OUTCOME / REFERENCE

This page records the agreed scope and paperwork. It is not a cleaning certificate and does not promise that a landlord, agent or deposit adjudicator will accept the work. Keep the provider's original quote, invoice and terms.

Final Handover and Source Notes

Record the handover trail and keep copies outside this PDF.

FINAL METER READINGS

METER	READING	SERIAL / ID	PHOTO REF
Electricity			
Gas			
Water			

KEYS AND HANDOVER

KEY / ACCESS ITEM	QTY	GIVEN TO	DATE / TIME

FINAL FILE CHECK

- ☐ Check-out report saved
- ☐ Final photos backed up
- ☐ Cleaning invoice saved
- ☐ Meter photos saved
- ☐ Key return confirmed
- ☐ Important messages saved

ISSUES AND DEADLINES

ISSUE / ACTION 1	DEADLINE / REFERENCE
ISSUE / ACTION 2	DEADLINE / REFERENCE

SOURCE NOTES - CHECKED 12 SEPTEMBER 2026

GOV.UK - Tenant Fees Act 2019 guidance for tenants (England): gov.uk/guidance/tenant-fees-act-2019-guidance-for-tenants
Shelter England - Cleaning, gardening or decorating deposit deductions: england.shelter.org.uk/housing_advice/tenancy_deposits/mydeposits
mydeposits - Custodial dispute evidence: mydeposits.co.uk/custodial/
NRLA - Complete guide to inventory for landlords: nrla.org.uk/news/complete-guide-to-inventory-for-landlords

Information only, not legal advice. Verify current guidance and the rules for your UK nation.