



# Orlando Village

**The time has almost come for you to pack up your things  
Follow these simple steps to make sure you have smooth checkout**

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## **Make sure your flat is clean and tidy ready for the flat inspection**

Use the Orlando Cleaning checklist to get your flat clean and ready to ace the inspection. It's best to be proactive to avoid any surprise charges for damages. Report any repairs or damage by emailing [thelodge@orlandovillage.co.uk](mailto:thelodge@orlandovillage.co.uk) as soon as possible so we can fix it and discuss whether there will be any charges.

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## **Clear your outstanding balance**

If you have outstanding rent, then get in touch with us by coming to the lodge or emailing us at [info@orlandovillage.co.uk](mailto:info@orlandovillage.co.uk).

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## **Hand in your keys**

You'll need to hand them in to a member of the team at the Lodge or put them in an envelope with your name and room number on, pop it in the Lodge letter box and confirm with a quick email to [info@orlandovillage.com](mailto:info@orlandovillage.com). Once you hand your keys in we will take this as agreement that your room is ready for a checkout inspection. Please note there is a replacement fee for each key and fob not returned.

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## **Get your deposit back**

If Orlando Village holds a deposit for you, then we'll need to refund you. First, we will need your details, so get in touch with us at [info@orlandovillage.com](mailto:info@orlandovillage.com) to request a form. Following a satisfactory room inspection once your tenancy has ended we will send it back to you within 7 working days.