

Move-out

We wish you all the best
for your future.

Heimstaden

Table of Contents

1

2

3

4

Pre-Inspection of the Apartment

We will schedule a date for the pre-inspection of the apartment directly with you. During this, we will inspect the rental spaces and agree with you on how the apartment is to be handed over to us.

Apartment Handover

The apartment handover will take place on one of the last days of your rental period or after your move-out. Please arrange an appointment in advance with the contact person provided during the pre-inspection of the apartment.

Keys

At the apartment handover, all keys you have received from us during the rental period must be returned. This also applies to any additional keys made later.

Return of the Apartment

The apartment and all fixtures and fittings should be treated with care and returned in a clean condition in accordance with the contract. If a freezer or freezer compartment is part of the apartment equipment, these must be defrosted. Please have your electricity meter number ready when you return the apartment. The meter reading when you move out serves as the basis for the final bill with the electricity provider. This ensures that you only pay for the electricity you have actually used up to the time you move out.

Cellar

If you have received/rented/used a cellar or attic compartment from us, your compartment must be returned to us swept clean and unlocked. However, we recommend that you do not remove your own lock – if you have one – until the apartment is handed over and that you do not leave the already emptied cellar compartment unlocked until then.

Bulk Waste

Even during and after you move out, it is forbidden to leave bulky waste in the house, on green areas and paths or on public roads.

Re-registration, Deregistration

If your new place of residence is within Germany, you do not need to deregister with your current registration authority.

It is sufficient to register with the registration office for your new home. Only if your new place of residence is abroad you must deregister with the current registration office.

You can deregister within seven days before and up to fourteen days after moving out.

Please contact our MyHome customer portal to obtain the necessary confirmation of moving out.

Informing Providers

Please inform your electricity, water and, if applicable, gas supplier about your move-out after the apartment handover. Inform the companies of the meter readings and the date on which the contract ends, as stated in your acceptance report. The respective meter readings will ensure that you only pay for the consumption that you have actually used up to the time you move out.

Mail Forwarding Order

To ensure that your mail reaches you at your new address, you can place a forwarding order with Deutsche Post (and other mail service providers).

You can find more information on the Deutsche Post website.

Further Rental Contract Partners

Please provide the new contact details of all tenancy contract partners at the apartment handover.

Refund of the Deposit

The deposit you have paid will be paid out to you after an internal review of possible claims for compensation following the end of the rental agreement and return of the rented premises.

You will receive a separate deposit statement.

Please sign the form provided for this purpose (part of the confirmation of termination) and return it to us.

Please understand that the payment cannot be made immediately and that the settlement will take some time.

Operational Cost Statement

The operational cost statement will be sent to your forwarding address no later than December 31st of the following year, regardless of the rental agreement's end. If you move again within this period, please inform us of your new address.