CHECKLIST ‘Moving in and moving out’

This checklist is intended to give you an overview of the usual steps following the signing of the tenancy agreement, from when a tenant moves in to when they move out.

1. Preparation	
☐	Agree a move-in date and time with the tenant
☐	If applicable: open a rent deposit account
☐	Clean the room, rectify any defects, make duplicate keys and have them ready
☐	If the room is furnished, replace any items or pieces of furniture that are faulty or missing.
☐	Prepare the handover report (including the inventory, key and defects lists, and any meter readings)
2. Moving in and handover	
☐	Carry out a joint inspection of the rooms and shared areas
☐	Complete the handover report and have it signed by both parties: - Record any defects in the handover report and, if necessary, document them with photographs (e.g. scratches, stains, wear and tear) - Record the number and type of keys handed over (front door, room, letterbox, cellar) - Draw up an inventory list if the room is being let furnished. - Note the meter readings if electricity, water and/or heating are billed separately **Note:** The handover report protects both parties and forms the basis for the return of the property when moving out.
☐	Discuss the house rules and rules for living together, such as mutual expectations, habits and daily routines. Hand over the checklist ‘Communication and conflicts’
☐	Explain how to access Wi-Fi, the washing machine, the letterbox, etc.
☐	Exchange contact details (telephone number, emergency contact if applicable)
☐	Notify the relevant residents' registration office and remind the tenant of their obligation to register. **Note:** Anyone who lets out a room in the canton of Zurich, or makes one available free of charge, must report this to the residents' registration office in their municipality of residence. The tenant must also do this.
3. Notice of termination of the tenancy	
☐	Check the notice period as set out in the contract
☐	Draft the notice of termination: - By the tenant: give notice in writing - By the landlord: Draw up the notice of termination using the official form approved by the Canton of Zurich (https://www.zh.ch/content/dam/zhweb/bilder-dokumente/organisation/direktion-der-justiz-und-des-innern/generalsekretariat/mietwesen/formulare-neu-ab-nov2025/Formular-K%C3%BCndigung.pdf)

☐	Send the notice of termination by registered post or hand it over in person and obtain written confirmation of receipt.
4. Moving out and return of the room	
☐	Discuss the move-out date and the next steps with the tenant
☐	Complete the return report and have it signed by both parties: - Carry out a joint inspection of the rooms and shared areas and compare them with the handover report - Record any new defects compared with moving in and, if necessary, document them with photos **Note:** Distinguish between normal wear and tear and actual defects (for damage, the current value counts, not the value when new) - Check the inventory list for completeness and note down any missing or damaged items: ▪ Take back all keys and check the number against the handover list. Note any missing keys ▪ Note the meter readings at moving out, if electricity, water and/or heating are billed separately ▪ Both parties must sign the return report
☐	Note the new address of the departing tenant (for mail forwarding, final statement, tax documents)
☐	Final conversation and farewell
5. Financial and administrative wrap-up	
☐	If there are any outstanding rent, service charges or damage costs, draw up a final statement and send it to the tenant
☐	Deposit, if any: - Refund to the tenant, provided there are no outstanding valid claims. - In the event of a dispute: seek an agreement with the tenant. The tenant may also request payment through the conciliation authority if they dispute the claims made. **Note:** The release of the deposit is effected by means of a letter from the landlord to the bank. The deposit secures any claims for up to one year after the end of the tenancy and must therefore be claimed within one year. After that, the tenant is entitled to have the amount released if no claim has been made.
☐	Report the departure to the relevant residents' registration office
☐	File the documents relating to the tenancy (agreements, reports, correspondence) in your own records