



Administrative move-in file

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1,060 move-ins and 1,060 move-outs a year · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The property condition report itself is established on site, in the presence of both parties, and signed. The agent prepares the file, the comparison and the costing; the tenancy manager settles the amount.**

What is assembled on the day of allocation — Ferreira-Nsimba household, three-bedroom flat at Les Érables

Item of the move-in file	State	Where it comes from	Deadline
Draft tenancy agreement	Filled in — identity, composition, income already checked	Application file, documents checked at pre-assessment	Signature on 3 October 2026
Home insurance certificate	To be supplied	The household	Before the keys are handed over

Item of the move-in file	State	Where it comes from	Deadline
Direct debit mandate and bank details	To be supplied	The household	Before the first rent statement
Proof that the utility meters are open	To be supplied	The household	Before the keys are handed over
Housing benefit form	Pre-filled from the data already on file	Application file	Filed on the day of signature
Move-in condition report template	Prepared, with the 3 items from the move-out report of 28 August 2026 carried over room by room	Move-out condition report of the previous tenant	The day the keys are handed over
Welcome pack and estate rules	Attached	The office's document repository	—

What that changes, measured over the 1,060 move-ins of the year

Measure	Before	After	What explains it
Rounds of documents before signature	3.2 on average	0.4	The full list goes out on the day of allocation, not as gaps are discovered
Households arriving with every document	41 %	94 %	The list names every document and its deadline
Filing of the housing benefit claim	18th day after signature	Day of signature	Nearly three weeks earlier on the first payment

Measure	Before	After	What explains it
Time between allocation and handover of the keys	24 days	15 days	The rounds of documents were what stretched the delay

The three weeks gained on housing benefit fall at the tightest moment for a household: the one where it pays for a removal, a deposit and a first month's rent in the same week. It is the most concrete gain in this whole file, and it costs nothing beyond a pre-filled form.

Move-outs — the same work in the other direction

Item prepared on receipt of notice	What the agent produces	What stays with the tenancy manager
End date of the tenancy	Computed from the dated notice and the date it was received	Confirmation to the tenant
Final account	Prepared from the rent demands and the payments recorded	Settling the amount
Condition report comparison	Move-in items carried over line by line against the condition established	The inspection on site, with both parties, signed
Costing of any deductions	Computed on the office's wear-and-tear schedule, version of 3 March 2026, line by line	The decision to deduct or not, and the amount
Letter returning the deposit	Written, with the arithmetic set out so the tenant can read it	Signature and sending

Item	Before	After	Move-outs a year	Time returned
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Move-out costing and condition report comparison	40 min	Reading it over	1,060	706 hours
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These 706 hours are not counted in the 2,018-hour total of the year report: the report keeps only the three items announced by the fact sheet. **Move-out costing is an additional gain, measured separately so that no hour is counted twice.**

A deduction the tenant can read line by line is the best prevention of a dispute. Across the 1,060 move-outs of the year, 47 written challenges on the deposit were recorded; 31 bore on an amount whose detail had not been communicated.

Automatic sending of the move-in document list on the day of allocation — granted / refused: _____

Version of the wear-and-tear schedule applicable: _____

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