

ENDING YOUR TENANCY

INFORMATION SHEET 15



Handing in your keys

You must return your keys to us by 12 noon on the day your tenancy ends. If you do not, we will continue to charge you rent. We may also charge you for the cost of us replacing any locks. You must return keys for all doors, including:

- Main doors.
- Controlled entry doors.
- Bin stores.
- Storage areas.

Finally, remember if you do not end your tenancy in line with this guidance, we will charge you the cost of bringing your home up to an acceptable standard.

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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Easthall Park Housing Co-operative want to make sure your move out of your home goes as smoothly as possible and you do not incur any avoidable expenses. Your responsibilities at the end of your tenancy are set out in your tenancy agreement. Meanwhile, if you do not follow the advice in this leaflet, you may have to pay any costs we have to put right the problems you are responsible for.

Giving notice that you want to end your tenancy

If you want to end your tenancy, you should contact our office. Contact details are at the rear of this leaflet. Your Housing Officer will do the following:

- Agree a date on which your tenancy will end. This will be at least 28 days after you confirm in writing you are giving up the tenancy.
- Give you a termination of tenancy form.
- Advise you of your responsibilities up until your tenancy ends (including how much rent you have to pay).
- Arrange a date with you for your home to be inspected prior to your keys being returned.
- Deal with any questions you may have.

Filling in the termination form:

- This form will confirm the date on which your tenancy will end.
- You and any joint tenants must sign and date the form.
- If you live in the house with your husband or wife (who are not joint tenants), they must also sign the form to confirm that they have agreed to give up the tenancy.

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Termination Inspection

We will arrange to inspect your home to make sure it's suitable to let out again to other tenants. The inspection will let us:

- Agree the condition that you must leave your house in.
- Identify any repairs that we are responsible for and any which you are responsible for.
- Discuss any concerns that you may have.
- Identify if you made any improvements or alterations that we approved (in this case you might be entitled to compensation, for further information please refer to Information Sheet 2, Alterations and Improvements).

If you are transferring from one of our properties to another, we will have to inspect your home before the transfer will be approved.

Your Rent

Remember you must pay your rent up to the end of your tenancy. If you do not, this may affect any future application you make for housing. If you receive Housing Benefit, it will stop on the day your tenancy ends.

What condition must the property be left in?

You must complete any repairs you are responsible for. These repairs must be up to our standard or we will do the repair and recharge you for it. This generally includes repairs that are a result of neglect or misuse. Further information is available in our Rechargeable Repairs leaflet, Information Sheet 7.

You also have the following responsibilities:

- You must make sure you leave your house clean, tidy and decorated to a reasonable standard.
- You must remove all of your belongings including furniture, personal belongings and any items you do not want, including rubbish.
- You must make sure you clear out the loft, outbuilding and garden. You must not leave any items or rubbish in the garden or shared areas. We will not accept responsibility for any items left behind, and we will get rid of them and charge you for this.
- You must make sure your garden is tidy and in good order. Grass should not be overgrown. If we need to tidy the garden before we can let the property out again, we may charge you for the cost of this work.
- You must remove any fixtures and fittings you have installed (unless you had our written permission to install them) and put right any damage caused by you doing this.

Telling your gas, electricity and phone suppliers that you are leaving

- You should tell your gas and electricity suppliers that you are leaving and arrange for them to read your meter and send you their final bills.
- You should make sure your phone is disconnected so you know that your contract has ended and you cannot be charged for any more calls.

Forwarding your post

You should make sure everyone who needs to know has your new address. You can arrange for the post office to redirect your mail after you leave. Charges for this depend on how long you use the service. We will not be responsible for any post arriving at your home after you have moved out.