

Moving On (Ending a Tenancy)



Your guide on ending your tenancy
and moving out

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This booklet sets out Sandbourne Housing Association's guide to what you (or your next-of-kin/executor) should do when needing to end a tenancy.

For some people it will be a positive thing when they want to end their tenancy to move on for a new start in life. For others it might not be so positive and for the elderly it might be a move to extra care accommodation, or sadly if they pass away, in which case this leaflet is intended to help the next-of-kin acting on their behalf. Therefore any reference to 'your' may also relate to the deceased resident.

You should read this leaflet in conjunction with your tenancy agreement and your tenancy handbook but if you are unsure about anything, please contact us.

Contents:

What's the first thing I need to do?	Page 2
What period of notice do I need to give?	Page 3
What if I receive Housing Benefit/Universal Credit?	Page 4
What about any balance on the rent/service charge account?	Page 4
What do I need to remove from the property when I leave?	Page 5
What additional charges might I incur?	Page 6
What else should I be aware of?	Page 6
Need more information?	Page 7
Checklist for moving out	
Termination of Tenancy form	

What is the first thing I need to do?

If you intend to end your tenancy because you are moving to alternative accommodation, eg to another housing association, council or landlord, care home, or buying your own property, you need to:

If you are the tenant:

- Let us know as soon as possible by ringing the office or writing to us.
- Check your tenancy agreement regarding the period of notice required to terminate (or see page 3).
- We will either provide you with a form to complete and return, agreeing the termination period and date, or ask you to follow up your call by writing to us confirming your intentions. Alternatively, you can use the form at the end of this leaflet.
- To be legally binding, all notices of termination need to be signed by the tenant(s). Therefore, if advising us of a termination by phone or by email, it must be followed up with written and signed confirmation.
- We will then write to you advising you what you need to do next and confirming the tenancy end date.

If you are the next-of-kin/executor acting on behalf of the tenant who has died:

- Let us know as soon as possible, by ringing the office, that your relative/friend has died and tell us that you are the next-of-kin/executor.

- Confirm the details to us in a letter, letting us know when the tenant died and asking to give the relevant period of notice.
- We will then write to you confirming the termination date and advising you what you need to do next.

What period of notice do I need to give?

This will depend on the type of accommodation you occupy and the terms of your tenancy agreement.

Rented 18+ Properties:

Your period of notice will be one month and you will be responsible for all rent and charges payable up to the agreed termination date.

Rented 60+ Properties:

Your period of notice will either be four weeks or one month (please check your tenancy agreement) and you will be responsible for all rent and charges payable up to the agreed termination date. The notice period will not start until the Monday after we have received your letter.

What if I am the next-of-kin/executor of someone who has died?

The estate of the deceased person is legally responsible for the payment of rent and charges payable up to the agreed termination date.

What if I receive Housing Benefit or Universal Credit?

If you, or the person on whose behalf you are acting (in the case of the next-of-kin/executor acting for a deceased resident), are in receipt of Housing Benefit/Universal Credit, it is your responsibility to let the local council know when the tenancy will end.

If you are in receipt of Housing Benefit/Universal Credit and are moving to alternative rented accommodation, under the regulations it will only be paid by the local council up to the end of the week that you leave your home, which may not be the date when your tenancy formally ends.

Therefore, when we calculate any monies payable to you or owed to us at the end of your tenancy, we will have to allow for any over-payments which will be claimed back by the council.

If you take up another tenancy elsewhere during your notice period, your local council may consider an application for 'overlapping' payments on two homes, but this is at their discretion and it is down to you to contact them – we cannot sort this for you.

What about any balance on the rent/service charge account?

If you owe us: You will need to pay all rent and charges owed to us at the end of your tenancy. We will send you an up-to-date statement and will tell you the

final amount owed to us. We can also give you a leaflet on 'Ways to Pay Sandbourne'.

If we owe you: We will write to you enclosing a final statement and, depending on the method you use to pay your rent and charges, we will either refund you by means of a pay back into your normal bank or building society account that we have on record or, if that is not possible, we will send you a cheque.

If you are a next-of-kin/executor: We will write to you and tell you whether there is money payable to us or owed to the estate of the deceased resident. We will provide you with a statement of the rent account and a breakdown of any other charges that may be payable or refundable. If we owe the estate, this will normally be paid by cheque to the next-of-kin/executor. We can also give you a leaflet on 'Ways to Pay Sandbourne' if the estate owes us any monies.

What do I need to remove from the property when I leave?

When leaving a Sandbourne property, for whatever reason, all personal belongings must be removed from the property before the tenancy can be formally ended.

All carpets, curtains and electrical goods must also be removed, along with **all** rubbish, unless it has been agreed with us that specific items, eg carpets, can be left.

Please remember that if you have removed items like light fittings, cookers, washing machines, doors, handles, etc, you should talk to us about the need to

re-instate these and, where applicable, cap off appliances, before or when you move out.

What additional charges might I incur?

Before the tenancy can end, a pre-void inspection will be carried out. This is to check that the property is being handed back to us in the same state as when it was handed to you.

If we find that there is any damage or there are fixtures and fittings that need to be re-instated or repairs/ redecorations needed, you may be responsible for the costs incurred. Similarly, if all items have **not** been removed from the property, we may have to arrange for these to be cleared and you will be recharged for this. We cannot accept responsibility for anything you leave in the property after the termination date.

We accept that it may be difficult for a next-of-kin/ executor of a deceased tenant to clear a property, so please ring and speak to us if you think you may have problems doing this.

What else should I be aware of?

Sandbourne may ask to show prospective new tenants around your property. We will make an appointment with you if this is necessary before you move out.

Need more information?

You can:

Write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email us on: info@sandbourne.org.uk

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

Checklist for moving out

Have you:

Cancelled any Direct Debits/Standing Orders which have been set up to pay your rent/charges? We can cancel a Direct Debit for your rent/service charges but not a Standing Order as only the bank can do this.

Removed all personal belongings, leaving only those items agreed with us? This includes electrical goods etc and any items in the garden, where applicable.

Re-instated any fittings, including capping off gas cookers and washing machines water pipes, as agreed with us, and carried out any repairs or redecorations that you may be responsible for?

Cleaned your property, including wiping down any work surfaces, putting out the rubbish, etc?

Settled any rent/charges owed to us up to the tenancy end date?

If you claim benefits, have you informed the local council's Housing Benefits Department or other benefits agency?

Told the local Council Tax office of the date you are leaving the property?

Contacted the electricity or gas company to give them your final meter reading (keeping a note of this to check your final bill)?

Told the TV Licensing Authority of your moving out and your new address?

Contacted the telephone/cable company so that any lines can be disconnected?

Arranged for your post to be directed by the Post Office as we will not normally forward post to you?

Given us a forwarding address for any final correspondence?

Arranged with Sandbourne to hand back any keys, fobs, pendants, etc?



TERMINATION OF TENANCY

To:	Sandbourne Housing Association Beech House 28-30 Wimborne Road Poole BH15 3HF	
From:	Tenant(s) names(s):	
	Address:	
<p>I/We would advise you that I/we wish to give Sandbourne Housing Association one calendar month/4 weeks' notice of my/our intention to end my/our tenancy in respect of the above address.</p>		
I/We intend to end my/our tenancy on:	Sunday	
I/We will return my/our keys to Sandbourne before 12 noon on:	Monday	

My/Our forwarding address is:	

I/We understand my/our responsibility for the payment of my/our rent until the date of the expiry of this notice (tenancy end date).

Signed (Tenant 1)*:	
Date:	
Signed (Tenant 2):	
Date:	

Gas meter reading:		Taken on:	
Electric meter reading:		Taken on:	

*(this signature can be the next-of-kin/executor for a deceased resident)