

CORNWALL
HOUSING

Ending your tenancy

A how-to guide



www.cornwallhousing.org.uk

What you need to know

Cornwall Housing wants you to move out with as little fuss and cost to you as possible.

Please read this booklet carefully to make sure it goes smoothly and saves you money!

- You must complete and return the attached form.
- Failure to follow these steps may cost you money.

Checklist

- Inform your Gas and Electric providers that you are leaving, the meter reading and the date of the move.
- Inform South West Water that you are leaving, the meter reading and the date of the move.
- Clear any rent arrears in full OR contact your Rent Management Officer on 0300 1234 161

Please Shut the Gate

A checklist of any repairs, maintenance, and essential tasks to complete before returning your keys to us

Repair

- Damaged kitchen units and worktops
- Damaged doors
- Any broken or cracked glazing (unless a crime ref given)
- Broken or missing toilet seats
- Holes to walls where fixtures and fittings have been removed
- Any repair needed as a result of neglect, misuse or damage

Remove

- All household refuse and garden waste
- Items or furniture, carpet, laminate, curtains and blinds
- Belongings in the loft and house
- Any graffiti
- The greenhouse, shed and all belongings (unless agreed with housing officer)

To do

- Re-direct your post (you can get a form from your local post office)
- Clean!
- Pay your rent until your agreed tenancy end date
- Tidy your gardens and any outside areas
- Place your keys in the key box
- Inform Cornwall Housing's void team that your keys have been left by calling 0300 1234 161

Failure to meet these standards may result in recharges to you.

If necessary we will pursue through courts to recover costs.



This leaflet contains information to help you with your move. There are also checklists to help you prevent receiving charges if you do not leave the property in a satisfactory condition.

The list below are a sample of the charges you may incur if you do not meet this standard.



Main Property		Current Amount
Clear Main Property (Cost includes labour, transport and commercial waste charges and taxes)	One off fee and charges per item as below	£100.00
	Small items (each)	£10.00
	Large items (Sofa. White goods, other furniture etc)(each)	£40.00
Outbuildings		
Clear Outbuilding (Cost includes labour, transport and commercial waste charges and taxes)	One off fee and charge per item as below	£100.00
	Small items (each)	£10.00
	Large items (Sofa. White goods, other furniture etc)(each)	£40.00
Garage		
Clear Garage (Cost includes labour, transport and commercial waste charges and taxes)	One off fee and charge per item as below	£100.00
	Small items (each)	£10.00
	Large items (Sofa. White goods, other furniture etc)(each)	£40.00
Garden		
Cut and Tidy Garden (Charge depends on size and condition of the garden)	Minimum	£100.00
Locks		
Change Lock(per lock)	If not all keys returned (including outbuildings)	£30.00
Drill out lock	Charge in addition to above if no keys returned	£50.00
Change Garage Lock	If key not returned	£115.00
General		
Renew internal door	(missing/beyond repair)	£120.00
Repair/rehang internal door		£50.00
Renew kitchen worktop	(minimum charge depends on length, cut and type of worktop)	£100.00
Renew skirting(per meter)	Usually required when laminated floor has been laid without permission and the skirting has been incorrectly fitted. Charges also made for the removal of the laminate flooring.	£7.00
Remove tenants own fittings - removal of taps/light fittings etc - per item		£50.00
Electrics		
	To replace any broken electrical fitting (plus cost of fitting)	£45.00
	To attend to find faulty tenant alternation/appliance	£45.00

Cleaning checklist



Kitchen

- Kitchen units (inside and out, including all work surfaces)
- All wood work & gloss work (including skirting board)
- Windows (including frame and glass)
- Floor covering
- Walls (includes all dirty marks)

Bathroom

- Bath, basin, toilet (shower if applicable)
- Tiles (including grouting)
Window (including frame and glass)
- Floor covering
- Walls (includes all dirty marks)

Sheds

- Should be swept out and contents removed. (check that sheds can remain)

Lounge

- All wood work and gloss work (includes skirting)
- Windows (including frame and glass)
- Walls (includes all dirty marks)
Flooring
- Cupboards (including shelving within)

Bedrooms, Hall, Stairs and Landing

- All wood work and gloss work (including skirting boards)
- Windows (including frame and glass)
- Walls (includes all dirty marks)
- Flooring
- Cupboards (including shelving within)

Lofts

- All personal contents removed



Failure to leave the property in a clean condition may cost you money

Notes and conditions

Please complete the attached form and return it to:

**Cornwall Housing,
Chy Trevail,
Beacon Technology Park,
Bodmin,
Cornwall,
PL31 2FR**

As part of the termination of your tenancy there are a number of things that need to be undertaken prior to your return of the keys to Cornwall Housing, these are listed below:-

- Inform your utility providers, (Gas and Electricity) that you are moving and date you will vacate the property.
- Inform South West Water that you are moving and date you will vacate the property.
- If you are in receipt of Housing Benefit, enquire if you are entitled to overlapping benefit to cover the notice period.
- Clear any rent arrears in full, or contact your Rent Management Officer to agree a repayment arrangement.
- In accordance with your tenancy conditions the property should be left in a clean and tidy condition.

All household refuse and garden waste must be removed from the address. Items of furniture, carpets, curtains (unless we have given permission for them to stay in place), blinds etc and appliances should be removed along with any non standard electrical fittings. If items are left at the property, Cornwall Housing will arrange for the disposal. The cost of disposal along with an administration fee will be re-charged to the tenant/s or the tenant's estate.

- During the notice period the voids and lettings team will contact you to arrange an inspection of the property, when you can discuss any concerns with them and confirm the arrangements for clearing the property.

If the keys are not returned on the due date and contact has not been made to extend the notice period, the locks to the property will be changed and the cost of this work will be re-charged.

If you are in receipt of Universal Credit (UC) and leave the property before the tenancy end date, UC will only pay housing costs up to the date that you physically leave. You will still be personally liable for rent from the date you leave until the date that the tenancy is formally ends. Please contact Universal Credit to discuss this further. If you are claiming Housing Benefit please contact Cornwall Council's Housing Benefit department to discuss on 0300 124 121.

If a tenancy ends due to the death of the sole tenant, and the deceased tenant had been receiving Universal Credit housing costs:

- Universal Credit stops on the date of death.
- UC will not cover any rent during the notice period.
- Rent for the notice period becomes a liability of the deceased's estate.

Please contact the Voids Team on 0300 1234 161 to discuss any other queries you may have.

Keys should be returned to:

**Cornwall Housing,
Chy Trevail,
Beacon Technology Park,
Bodmin,
Cornwall,
PL31 2FR**

**If you have a key box fitted,
place the keys inside and
call the void team
on 0300 1234 161**



Notification of Termination of Tenancy of (address)

Address:

Postcode:

By: (PRINT NAME)

In accordance with the terms of my tenancy I hereby give 4 weeks notice to quit the above premises. The tenancy will end in 4 weeks on a Monday following receipt of this notification by Cornwall Housing Ltd.

I/We understand that I am liable for the rent due to the end of tenancy.

My/Our new address will be:

Address:

Postcode:

Contact details:

Telephone:

Mobile:

Email:

Reason for moving - please tick the reason.

- | | |
|--|--|
| <input type="checkbox"/> Leaving to join another household or home | <input type="checkbox"/> Moving to another Housing Association property |
| <input type="checkbox"/> Transfer to another Cornwall Housing property | <input type="checkbox"/> Moving to a Housing Association property and downsizing |
| <input type="checkbox"/> Transfer to another Cornwall Housing property or downsizing | <input type="checkbox"/> Moving to privately rented accommodation |
| <input type="checkbox"/> Residential Home | <input type="checkbox"/> Deceased - please include date of death |

Are there any disabled adaptations in the property? YES NO

Please specify what and where:

To assist with the re-letting of this property will you please complete the following in relation to the services at the property.

Gas

Supplier:

Meter type:

Quarterly

Meter location:

Card

Electric

Supplier:

Meter type:

Quarterly

Meter location:

Card

Water

Meter: YES NO

Meter location:

Declaration

I/We have read the notes and conditions on page 2 of this form and agree to ensure that the utility companies are notified, any outstanding rent will be cleared or arrangement made to pay the arrears and that the property is returned in a clean and tidy condition as per the tenancy conditions.

Signed:

Print name:

Signed:

Print name:

Date:

Next of Kin/Person with Power of Attorney, details if tenant is unable to deal with their own affairs.

Name:

Telephone number:

Address:

Email

Return to:- Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, PL31 2FR
If the form is completed by Housing Management Officer or other support worker.

Name:

Signed:

Date:

Agreed tenancy end date:

Alternative formats:

If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact:-

**Cornwall Housing
Chy Trevail
Beacon Technology Park
Bodmin
PL31 2FR**

Call: 0300 1234 161

Email: info@cornwallhousing.org.uk