

# Ending your tenancy

A how-to guide



## How much could it cost to move?

“Why am I getting billed for that?”

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
	Maximum charge for house clearance	£2,500
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
	Maximum charge for clearing outbuilding	£500.00
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
	Maximum charge for clearing garage	£500.00
Garden		
Cut and Tidy Garden (Charge depends on size and condition of the garden)	Minimum	£100.00
	Maximum	£500.00
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 laminate 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

# 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 & 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

# CHECKLIST

## Repair

- Damaged kitchen units and worktops
- Damaged doors
- Any broken or cracked glazing (unless a crime ref no 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



## To Do

- Re-Direct your mail (forms can be found in the Post Office)
- CLEAN!!!! See separate cleaning 'To Do' list
- Pay your rent until your agreed tenancy end date
- Tidy your garden and any outside areas.
- Place your keys in the key box OR if no key box on property DELIVER to a Council One Stop Shop
- Inform Voids Control on 0300 1234 161 Ext 701550 that the keys have been left in your designated location.

## Remove

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



**Failure to meet these standards may result in recharges to you. If necessary we will pursue through courts to recover costs.**

# 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)

## Lounge

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

## Bathroom

(including downstairs toilet/cloakroom if applicable)

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

## 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)

## Outbuildings

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

## Loft

- 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, 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 Housing Management Officer 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 Housing Benefit and you vacate the property before the tenancy ends, Housing Benefit will only cover the rent up to the date you leave. You may be entitled to claim overlapping benefit for the remaining notice period. Please contact Cornwall Council Benefits Department to discuss tel 0300 1234 121.

If the termination is following the death of the sole tenant and the deceased was in receipt of Housing Benefit to cover the rent, the Housing Benefit will cease on the day that the tenant died and the rent for the notice period will be liable from the deceased's estate.

Please contact the Void Control Team on 0300 1234 161 ext 701550 to discuss any other queries you may have.

### Keys should be returned to

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

or any of Cornwall Council's  
One Stop Shops.

Ensure you are given a receipt  
for handing your keys in and  
keep it safe.

Or

If you have a key box fitted,  
place the keys inside and  
ring the void control team  
on 0300 1234 161 Ext  
701550 to confirm your  
departure.

**Notification of Termination of Tenancy of (address)**

Address

Post Code:

By:

(print lead tenant 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

Post Code:

**Contact details**

Telephone:

Mobile:

Email

**My reason for moving is:-**

Please tick the appropriate reason for termination of tenancy

Leaving to join another household or home	<input type="checkbox"/>	Moving to a 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 and downsizing	<input type="checkbox"/>	Moving to privately rented accommodation	<input type="checkbox"/>
Residential Home	<input type="checkbox"/>	Deceased - please enter date of death	<input type="checkbox"/>
Other - please enter reason here:			

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 card 

Meter location:

**Electric**

Supplier:

Meter type: Quarterly card 

Meter location:

**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:

Contact details:

Telephone no.

Email

Return to:- Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, Cornwall, PL31 2FR

If the form is completed by Housing Management Officer or other support worker.

Name:

Date:

Signed:

Agreed tenancy end date:

## Alternative formats - Furvasow Erel

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:-

Mar mynnowgh hwi kavos an kedhlow ma war son-sidi, sonsnod, yn Braille, prynt bras, furvas aral po styrys yn taves dres Sowsnek, kesteveugh mar pleg:-

### Address

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

### Telephone and Text

General enquiries and repairs: 0300 1234 161

Text: 07941 712 712

**Email:** [info@cornwallhousing.org.uk](mailto:info@cornwallhousing.org.uk)

### Website

[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)