



## Ending your tenancy with LACE Housing

**We have produced this fact sheet to provide information about how to end your tenancy and the things you will need to do before you move.**

### **Giving notice.**

You must give us four weeks' notice, starting on a Monday. You must also provide a forwarding address. We will ask you to complete our termination of tenancy form.

Once we have received your notice, we will send a letter confirming the date your tenancy will end and a date for an end of tenancy survey. You will still be responsible for keeping to the terms of the tenancy contract during your notice period.

If we do not receive notice to end the tenancy, you will still be responsible for paying the rent even after you have left, so it is important to look out for written confirmation that we have received your notice.

### **Leaving your home in a clean and tidy condition.**

Please make sure that before you return the keys to your home you have:

- Removed all furniture and possessions, including any carpets, laminated flooring, and curtain poles.
- Cleaned the property throughout and decorated where required.
- Removed any non-standard light fittings.
- Removed and made good connections to washing machines.

### **We will visit you at your home to explain what you need to do before your tenancy ends.**

We will survey your home and discuss any repairs that are your responsibility. This includes your responsibility for leaving your home in a clean condition, to a good standard of decoration and free of all furniture, carpets, and personal items.

We may return to check how you are getting on with any repairs or decoration that we requested at the end of tenancy survey.

If your rent account is in debt, we will ask you to clear the debt in full. We will also check that we hold up to date information about you. We will ask you for the name of your gas and electricity supplier (if you arrange and pay your own utility charges).

We will complete a full survey of your home once you return your keys to check if your home meets our property standard.

We will recharge you for any repairs or decoration that are your responsibility and for removing any items that you leave behind.

### **Approximate recharge costs.**

Please note that costs are a guide and may vary depending on the extent of work required.

- Hourly rate £20 (charged in 30-minute blocks, with a minimum £10 (30 minute) charge) this includes time sourcing materials or other time taken to plan the work.
- The cost of materials.
- Plus 20% VAT.
- Administration fee £15.
- Any costs for supply of materials.
- Any costs for external contractor work.
- Carpet/flooring removal at a rate of £25 per room.

If you do not agree with any of the rechargeable repairs we identify, you can appeal within 14 days of us letting you know about these repairs.

### **Your rent account and other charges.**

If you live at Brick Kiln Place or Worth Court, we will ask you to pay for any outstanding balances on your utility or restaurant account (if applicable).

Rent will be due until the date the tenancy ends. If you are paying rent by housing benefit, please pay your rent to the last day of your tenancy as your entitlement to housing benefit may end earlier than your tenancy.

If you move out to start a new tenancy before your current tenancy has ended, you may be able to apply for benefit on both homes. You should contact your local housing benefit office for more information on how to claim. If you are claiming Universal Credit, there are limited circumstances where you can claim on both addresses. If you are in residential care and you need to make this a permanent move your housing benefit stops on reaching this decision.

### **Former tenancy debt.**

Once your tenancy has ended, if you still have an outstanding debt with us, we will take further action to recover the money. This includes debtor traces if required. This could lead to a County Court Judgement against you. We would seek an order for court costs and interest on the money owed. On registering the judgement, it can become difficult for you to borrow money in the future.

Any debt may prevent us, or other housing providers, considering you for housing.

## **Alterations to your home.**

If you have made minor alterations to your home, we may ask you to put it back to its original condition. This will depend on the suitability of the alterations for future tenants, the condition of the works, and the cost to us of future maintenance.

If we ask you to do this and you do not complete the work, we will recharge you for the cost of the work.

## **Re-letting your home.**

As soon as we receive your tenancy notice, we will start to find a new tenant for the property. To help us with this process, we ask that you allow us to show prospective tenants around your home during your notice period. This is also an opportunity for you to see if the prospective tenant would like to have any of your carpets or curtains.

## **Notifying other agencies**

Remember to let the following people know that you are leaving:

- Council tax.
- Benefit offices.
- Gas, electric and water providers (if applicable)
- Post office for re-directing your mail.
- TV Licensing.
- Your bank, building society and credit card companies.
- Doctor (and hospital if you are undergoing treatment).
- Dentist.

## **Returning your keys**

We will ask you to return all the keys for your home, on or before 10.00am on the day your tenancy ends. We will tell you where you should return your keys. This will normally be to Lace House, unless you live in Olsen Court, Worth Court, or Brick Kiln Place where you can hand them in directly to a member of our support team.

If you do not return the keys and you have not asked for our agreement to extend the notice period, we will change the locks and we will clear anything you have left behind. You will be charged for the costs of this work.

We would like to thank you for being a customer of LACE Housing. We hope we have provided you with a high standard of service.