



Ending a tenancy with LACE Housing (Personal Representative)

We have produced this factsheet to help make the process of ending of the tenancy of the person you are representing as easy as possible, by giving you information about how to end the tenancy and the things you will need to do.

Giving notice

We must receive four weeks' notice, starting on a Monday. We ask you to provide your contact details and address so we can contact you. We will ask you to complete our termination of tenancy form. This form can be obtained from our website, or we can send you a copy via the post or by e-mail or alternatively you can collect one from the support staff at our schemes at Olsen Court, Worth Court or Brick Kiln Place.

Once we have received the notice, we will send a letter confirming the date the tenancy will end and a date for an end of tenancy inspection.

If we do not receive notice to end the tenancy, rent will still accrue on the account, so it is important to look out for written confirmation that we have received the notice.

Leaving the home in a clean and tidy condition

Please make sure that before you return the keys you have:

- Removed all furniture and possessions, including any carpets, laminated flooring, and curtain poles, unless we have agreed that these can be left.
- 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 the property to explain what needs to happen before the tenancy ends.

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

We will then make arrangements to carry out another inspection to make sure all of the repairs or decoration that we asked you to do have been completed. Ideally this will be within the last few days of the notice period.

As part of these visits we will talk to you about the rent account to make sure the account will be clear at the end of the tenancy.

If the rent account is in debt, we will ask for the debt to be cleared in full. We will ask you for other details, such as the name of the gas and electricity suppliers if the tenant was responsible for arranging their own utilities.

When you return the keys we will carry out a full survey of the property to see if it meets our property standard.

We will recharge for any repairs that are the responsibility of the outgoing tenant and for removing any items that are left behind. Examples of some rechargeable repairs found at the end of tenancy are listed below. This gives you an idea of how much we may charge for each item.

Approximate recharge costs

| Description of works | Cost |
|-----------------------------|--------------|
| Full re-decoration | £500 |
| Decoration of 1 room | £140 |
| Removal of carpets | £10 per room |
| Replacement internal door | £150 |
| Replacement front/fire door | £200 |
| Clean property | £20 minimum |

(Please note that the above costs act as a guideline only and may vary depending on the extent of work required. Other repair works will be calculated on a parts and labour basis. These charges are inclusive of VAT. Please note a £5.00 administration charge will be added to the account.)

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

RENT ACCOUNT AND OTHER DEBT

We will let you know if there is any money owed to the Association at the end of the tenancy, this includes restaurant and utility charges and this should be paid in full.

If there was a claim for housing benefit you should check that it will be paid until the end of the tenancy. If the tenant is moving into residential care housing benefit usually stops on the day the decision was reached that a long-term placement is required. Housing benefit will cease on the day of death.

Former tenancy debt

If the tenant has died and there is any outstanding debt with us, this will need to be recovered from the estate.

Alterations to the home

If the tenant made minor alterations to the home, we may ask these to be put back to its original condition. This will depend on the suitability of the alterations for future tenants, the condition of the works, and the likely cost to us of future maintenance.

If the work has not been completed when the keys are returned, we will recharge for any works that need to be done.

Re-letting the home

As soon as we receive termination 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 the home during the notice period if you are happy to do this. This is also an opportunity for you to see if the prospective tenant would like to have any of the carpets or curtains.

Notifying other agencies:

- Remember to let the following people know that the tenancy is ending:
 - Council tax
 - Benefit offices
 - Gas, electric and water providers (if applicable)
 - Post office for re-directing mail (if applicable)
 - TV Licensing
 - Bank, building society and credit card companies
 - Doctor (and hospital if appropriate)
 - Dentist

Returning the keys

We will ask you to return all the keys to the property, on or before 10.00am on the day the tenancy ends. We will tell you where you should return your keys. This will normally be to LACE House, unless the property was 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 left behind. There will be a charge for the costs of this work.

We would like to thank you for your cooperation with this matter.