



Ending your tenancy with LACE Housing

We have produced this factsheet to help make the ending of your tenancy as easy as possible, by giving you 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. This form can be obtained from our website, or we can send you a copy via the post or by e-mail or alternatively if you live at Olsen Court, Worth Court or Brick Kiln Place you can collect it directly from a member of our support staff.

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 inspection. 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, 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 your home to explain what you need to do before your tenancy ends.

We will inspect 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 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 your notice period.

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

If your rent account is in debt, you will be asked to clear the debt in full. We will also check that we hold up to date information about you as this may be needed if you do not clear any outstanding debt with us. We will ask you for other details, such as the name of your gas and electricity suppliers if you are responsible for arranging your own utilities.

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

We will recharge you for any repairs that are your responsibility and for removing any items that you leave behind. Examples of some rechargeable repairs found at the end of tenancy are listed below. This gives you an idea of how much you may be charged 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.

YOUR RENT ACCOUNT AND OTHER DEBT

We will let you know if you owe us any money at the end of your tenancy, this includes restaurant and utility charges and this should be paid in full before you leave.

If you are claiming housing benefit you should check that it will be paid until the end of the tenancy. If you have to 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 moving into residential care housing benefit usually stops on the day the decision was reached that a long-term placement is required.

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 carrying out debtor traces if required. This could lead to a County Court Judgement being made against you. We would seek an order for court costs and interest on the money owed. Once the judgement has been registered this can affect your credit rating and may make it difficult for you to borrow money in the future.

Any debt may prevent you from being considered for re-housing in the future, by us, or other housing providers.

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 likely cost to us of future maintenance.

If we ask you to do this and the work has not been completed before you leave, we will recharge you for any works that need to be done.

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.