

When you're ready to end your tenancy, it's important to follow the correct steps. This factsheet explains your responsibilities – from giving notice to leaving the property in good condition.

Giving notice

- You must give us four weeks' notice, starting on a **Monday**.
- You'll need to complete a **termination of tenancy form** and provide a **forwarding address**.
- Once we've received your notice, we'll send a letter confirming the **end date** and schedule an **end of tenancy survey**.
- During your notice period, you're still responsible for paying rent and complying with your tenancy terms.

If you leave without giving notice, you will still be charged rent until your tenancy is formally ended.

Leaving your home in a clean and tidy condition.

Before returning your keys, please ensure you have:

- Removed all **furniture, personal belonging and flooring**, including carpets and laminate.
- Taken down non-standard **curtain poles or light fittings**.
- Disconnected **washing machines** and made good any connections.
- **Cleaned the property thoroughly**, including bathrooms and kitchens.
- Left it in a **good decorative condition**.

We'll visit before your tenancy ends to explain these expectations and check for any repairs or decorations that are your responsibility.

Final inspection and recharges

After you return your keys, we'll carry out a **full survey** to check whether your home meets our **Property Standard**.

If we need to put things right, we may charge you for:

- Removing items left behind.
- Repairs or decoration you were responsible for.
- Damage beyond normal wear and tear.

Example recharge costs (guide only):

- Hourly labour: £20 (minimum charge £10 per 30 minutes).
- Carpet or flooring removal: £25 per room.
- Materials + 20% VAT.
- Admin fee: £15.
- Any contractor or disposal fees.

You can appeal any recharges within **14 days** of being notified.

Rent and other charges

Rent is due up to your **official tenancy end date**.

If you're receiving **Housing Benefit**, be aware your entitlement may end before your tenancy does.

If you're moving to a new home, you may be eligible for **Housing Benefit on both properties** for a limited time – check with your local council.

If you're moving into **residential care**, Housing Benefit usually ends once a **permanent placement decision** is made.

For residents of Worth Court or Brick Kiln Place, we'll also settle any balances on restaurant or utility accounts.

Former tenant debt

If rent or recharges remain unpaid after your tenancy ends, we may:

- Trace your new address.
- Pursue a **County Court Judgement (CCJ)**.
- Seek repayment through the courts (including costs and interest).

A CCJ may affect your ability to borrow or be rehoused in the future.

Alterations to your home

If you've made changes to the property, we may ask you to **return it to its original condition** – especially where changes are unsuitable or difficult to maintain. If you don't, we may complete the work and recharge you for it.

Re-letting your home

As soon as we receive your notice, we'll begin preparing your home for the next tenant.

To help this happen smoothly:

- We may ask to show new applicants around during your notice period.
- This is also a chance for you to offer any unwanted **curtains or flooring** to the next resident (if they agree and we give our written permission).

Telling others you're moving

Please remember to inform:

- Council Tax and Housing Benefit offices.
- Gas, electric and water providers (if applicable).
- Royal Mail (to redirect your post).
- TV Licensing.
- Your bank, building society and credit providers.
- Your GP, Dentist and other medical professionals.

Returning your keys

You must return all keys **by 10.00 am on your tenancy end date**. We'll confirm where to return them.

At Olsen Court, Worth Court, Brick Kiln Place, or Diamond Place, keys can be handed directly to our Housing and Support team.

If you don't return your keys, or don't ask us to extend your notice, we may:

- **Change the locks**
- **Clear the property.**
- **Recharge you** for the costs of this work.

People, Places, Partnerships

We're here to support you through ending your tenancy with us.

- For **people**, it means providing a clear, fair process that reduces stress and sets expectations.
- In the **places** we manage, it ensures homes are returned in good condition for future residents.
- Through **partnerships** – we make the process smoother for everyone involved.