



SAXON
WEALD

ENDING YOUR TENANCY

WHAT YOU NEED TO KNOW



www.saxonweald.com

MOVING OUT

If you are moving or wish to give up your home, there are a number of things that you must do. This will help your move go more smoothly and will avoid the possibility of us charging you to put things right after you've left. It also means we can provide a better service to other people in housing need, by helping us to let your property quickly after you have moved out.



- ✓ You must give us four weeks' notice in writing, telling us that you want to end your tenancy and the date you are moving out. Please note that all tenancies must end on a Sunday. If you are transferring to another property owned by us, we may accept a shorter notice period. In this instance, you should contact the Home Move department for advice as soon as you know the date you are moving into your new home.
- ✓ Make sure your rent is paid up to date. Check your balance any time at mysaxonweald.com or text 'balance' to 07860 024509.
- ✓ Make sure you clear out all of your belongings and leave your home clean, tidy and in good decorative order, in accordance with our standards (see pages 4-6). We let our empty properties in good condition and we believe that it is only fair that they are handed back to us in a similar condition when tenants move out.



Before you move out, we may carry out a basic inspection of your property. If we think that work is needed to bring the property up to standard, we will notify you and tell you what needs to be done. Once you have moved out, we will carry out another, more detailed inspection. If we find that you have failed to meet your obligations or carry out the repairs required, we will charge you for the costs we incur in putting things right. Please be assured that we will not be unreasonable and will take into consideration the fair wear and tear of the property and its fixtures and fittings.



It is your responsibility to take all meter readings and inform the relevant utility companies accordingly. You should also notify other relevant organisations of your move. For example, inform your telephone and insurance companies and your council's Council Tax department. Gas and electric keys/cards should be left in the property and accounts on credit meters should be in credit. We may charge you for outstanding debts on the meter. Do not take your key/card with you as you will not be able to use it in your new home.



If you receive benefits, you must contact your council's benefit department to tell them about your move. Your benefit will not be transferred automatically.



Arrange for your mail to be redirected to your new address and pay any outstanding bills. We ask that you also give us your new address in case we need to contact you. This information will be treated as strictly confidential.



During the period leading up to you leaving, we may identify a new tenant for the property. In this case, we will try and arrange an accompanied viewing, whereby, with your permission, a staff member will show the prospective tenant around your property. This helps us to let the property as quickly as possible after you move out.



On leaving the property, make sure that all gas, electric and water supplies are switched off at the mains. Check that all doors, windows and gates are properly secured. Any smoke alarms or carbon monoxide monitors need to remain in place.



All keys belonging to the property must be handed in at our offices by midday on the Monday after your tenancy ends. If you live in retirement housing, keys should be handed in to your scheme manager. If you are late returning the keys, we will charge a further week's rent. Once you have given us the keys you will not be allowed back into the property.



THE ACCEPTABLE STANDARDS FOR TENANTS ENDING THEIR TENANCY

The property should be left in the following condition:

Rubbish and unwanted items

- ✓ All unwanted rubbish, furniture and other items that belong to you must be removed.
- ✓ Bagged rubbish should not be left by the bins as the refuse collectors will not remove it and you may be charged for its removal. You may also be charged if we have to make changes as a result of work you have carried out.

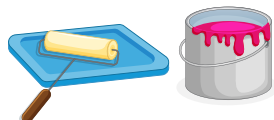


Bathrooms and sanitary ware

- ✓ All sanitary ware (for example, toilets, baths and washbasins) should be clean, free from grime or stains and in an acceptable state of repair, with no cracks or visible leaks.
- ✓ All toilets should have clean and unbroken seats in place.
- ✓ Baths and wash basins should both have a plug and chain.
- ✓ All taps should be clean and in good working order.
- ✓ Tiles around baths and washbasins should be clean.
- ✓ Sealant around baths and basins should be clean and free from grime.

Paintwork

- ✓ All paintwork (e.g. walls, ceilings, doors and woodwork) should be in a clean and presentable condition, which means free from grime, dirt, grease and tobacco stains.



Kitchen sink, units and work surfaces

- ✓ The kitchen sink should be clean, free from grime and have a plug and chain fitted.
- ✓ Taps should be clean and in good working order.
- ✓ Units and worktops should be clear of food deposits, grime and grease.
- ✓ Unit doors should be intact and in good working order.
- ✓ Tiles should be clean and free from grease and grime.
- ✓ If your washing machine hose is fitted to the sink waste, please plug the waste to stop the sink unit being flooded.
- ✓ Spaces where fridges and washing machines stand should be clean and free from dirt and dust.
- ✓ Kitchens should be left with the same or a greater number of units and worktops than were originally provided.
- ✓ All kitchen units or worktops that have been removed by the tenant without our written consent should be replaced or reinstated.
- ✓ If you intend to remove any fitted units and worktops, that you have installed with our consent, please ensure the original or similar units are replaced or reinstated and inform us accordingly.



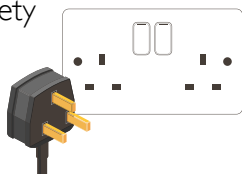
Doors and door furniture

- ✓ Doors must be re-fitted where they have been removed.
- ✓ Where you have installed your own doors or door furniture, they should either be left or replaced with the originals or suitable alternatives.
- ✓ Doors and door frames should be in good repair and decorative order, with any holes filled.
- ✓ Door furniture (knobs, handles, latches and locks) should be operational and in a good state of repair.
- ✓ Doors should be able to open and shut freely and without obstruction.



Electrical switches, sockets and light pendants

- ✓ All switches, sockets and light pendants should be safe, in good working order, clean and free from dirt, grime and paint splashes.
- ✓ Where you have installed your own switches, sockets, pendants, or lighting these should either be left or replaced with safe and suitable alternatives.
- ✓ Where you have carried out DIY work by installing your own electrical fittings, these fittings must be safe and conform to national safety standards.



Walls and plaster

- ✓ General cracks (over 5mm wide), holes or damage caused by the removal of fixtures and fittings should be filled.
- ✓ Walls or other structures that have been altered or removed without our written consent must be reinstated.

Gas appliances

- ✓ Where installed, all gas appliances (including radiators) should be in a clean and useable condition.
- ✓ If you have installed a gas appliance of your own (replacing one that was originally installed by us), and want to take it with you, ensure the original appliance or suitable alternative is put back in place before you move.
- ✓ On leaving the property you should ensure that the boiler is switched off.

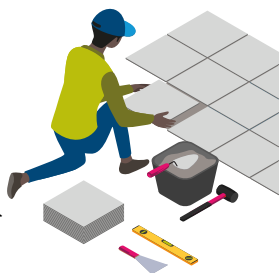
Plumbing

- ✓ Any plumbing works you have done should be safe, tidy and securely clipped, with no visible leaks.
- ✓ The lagging jacket for the hot water cylinder (if you have one) should be securely fixed and in good condition.
- ✓ The waste pipe from the kitchen sink and any washing machine outlet should be clear and flushed with an appropriate solution to ensure that it is free from grease and other items that may cause obstruction to the flow of wastewater.



Flooring

- ✓ All floors should be clean and free from dirt and grease.
- ✓ Where foam backed carpets have been removed, any rubber backing and dust should be removed from the surface.
- ✓ Where there are vinyl tiles or similar coverings, these should be level and firmly stuck to the floor:
- ✓ All carpets and underlay should be removed unless you have agreed otherwise with the incoming tenants or with us.



Tiling

- ✓ Ceramic wall tiles should be clean and free from grease and grime. Broken or missing tiles should be replaced along with any re-grouting that may be required.

Heating

- ✓ Heating appliances should be clean, with all controls intact and in good working order.

Open fires

- ✓ Open fireplaces and flues should be clear and free from obstruction (e.g. birds' nests).

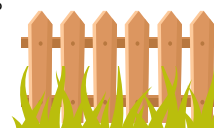
Lofts and cupboards

- ✓ Roof spaces, fitted wardrobes and storage cupboards must be cleared and free from rubbish or unwanted items.

Sheds, outhouses, garages and gardens

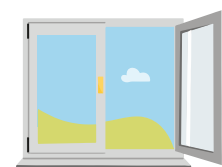
- ✓ All temporary structures (e.g. lean-tos or sheds) must be removed unless we have agreed for it to stay.
- ✓ All sheds or external buildings must be clean and free of rubbish.
- ✓ Gardens must be free from rubbish.
- ✓ Boundary fences and hedges must be in good condition.
- ✓ Paths should be clear and free from obstruction and slime patches.
- ✓ Communal areas must be cleared of rubbish. Any items left in communal areas will be considered abandoned (unless we have agreed otherwise) and as such you will be re-charged for their removal.

- ✓ Lawns, shrubs and plants need to be tidy and patios / decking must be in good condition.



Security

- ✓ All external doors and frames should be secure and in good repair.
- ✓ All windows should have working fasteners.
- ✓ All glazing should be in good condition with no broken or cracked panes.
- ✓ Windows should be able to open, shut and secure properly.





MOVING CHECKLIST

- Complete a change of address form at the Post Office to re-route mail (www.royalmail.com)
- Notify relevant authorities in your old and new areas regarding council tax and electoral registration
- Notify water, gas and electricity suppliers to turn off your services at your current address on your moving day and arrange for utility connections at your new home
- Arrange to transfer your home insurance or set up new policies to begin the day you move in
- Transfer your TV licence to your new address (www.tvlicensing.co.uk/moving)
- Arrange to discontinue your phone service and broadband and have it installed at your new address
- Complete the relevant section on your car registration document and licence and send them to the DVLA (for more information, visit www.dvla.gov.uk)
- Inform your car insurance company of your move
- Check parking arrangements at your new address and apply for permits if necessary
- Notify schools, doctors and dentists of your impending move
- Tell your bank, credit and store card companies your new address
- Book a removals company or arrange help
- Start using up the contents of your freezer
- Arrange for someone to look after your children and pets on move day
- Lock all windows and doors when you leave and take meter readings





Saxon Weald is charitable community benefit society
(reg no. 7971) and is regulated by the Regulator for Social Housing.

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