

End of Tenancy Checklist

Thank you for letting us know that you are giving up your tenancy with Castlehill. This leaflet gives you some information about the things you need to do before you leave.

GIVING NOTICE

You are required under the terms of your tenancy agreement to give us a minimum of 28 days notice in writing. When we receive the termination form we will acknowledge receipt of the form within five working days. We will take the 28 days from the date we receive the form back. If you need more than 28 days (where for example you are moving to a new home and you do not have an exact entry date), the termination date can be extended to suit your circumstances.

If you do not get an acknowledgement then you should phone and speak to your housing officer just to make sure we have received your form.

If you are dealing with arrangements for ending the tenancy following the death of the tenant a shorter period than the 28 days can be arranged should you need less time to clear the property. Please contact our Housing Manager at our office to arrange this. Please note that a charge to cover rent loss is made until the date when keys for the property are returned. The liability for any rent/service charges due following the death of the tenant falls on the estate of the late tenant. In the Termination of Tenancy form we request details of the next of kin and/or Power of Attorney or solicitor dealing with the affairs of the late tenant and it is important that this information is provided in order that we can contact the person further if necessary.

MAINTENANCE INSPECTION

On the termination form you will be asked to give a time and date or contact details for setting up a pre-termination inspection by our maintenance section.

The purpose of this is to give us an idea of any work that may need to be done in order to re-let the flat. We may indicate that some work needs to be done by you before we can re-let the flat. This is likely to be where something has been damaged while you have been in the tenancy that is your responsibility for repairing or where you have changed something that we were not aware of and you are being asked to change it back. We will not ask you to do repairs which are down to wear and tear and where we would normally replace something before we re-let anyway.

You could choose to do the repairs indicated yourself before you leave. The repair would have to be done to a standard that we were satisfied with and our maintenance officers would be able to give you some advice on this. Alternatively you may leave the work to be done after you have left however, you will be charged for this. We can give you an estimate of the cost of the repairs shortly after the inspection.

RENT

If the tenancy is extended or the keys are not returned then your rent will continue to be charged up until the days the keys are handed in. If you let us know your revised date for moving out we will re-calculate your rent and let you know.

RENT ARREARS/RECHARGES

If you have current arrears on your account you should now speak to your housing officer about how you aim to clear the arrear.

When your keys are handed in and the tenancy is ended there may still be money due to your account by housing benefit so it can be difficult to give you an accurate balance. However, we will endeavour to do this for you as soon after you have moved as we can.

Unfortunately there can also be charges to your account after you have gone (for example if all your keys are not handed in and we have to do a lock change, where there is a reclaim of housing benefit or where repairs that you are being charged for are now on your account). We will let you know about these as soon as we can so that you can pay them off.

HOUSING BENEFIT

If you are in receipt of housing benefit and you move out before your termination of tenancy date, you may only receive benefit up to the date that you vacated the property.

For further advice on these circumstances we suggest that you contact your local housing benefit office or speak to our housing management staff.

CONSEQUENCES OF LEAVING AN OUTSTANDING DEBT

Please make sure you deal with any outstanding rent or recharge balance on your account. If you do not do this we may have to look at recovering the debt through the courts by using a Small Claims Action. This can affect your credit rating. It is helpful if you leave us a forwarding address, however, in some cases we will trace former tenants in order to raise court action.

We will accept an arrangement to pay off the debt by instalments. You should contact your housing officer to arrange this.

OTHER THINGS TO DO

Before you move out you should arrange to:

Redirect your mail: this can take a few weeks to arrange so you should do this fairly soon.

Benefits: you should advise the relevant agencies (Department of Work & Pensions, Housing Benefit etc) that you are leaving.

Council Tax: you must advise the Council Tax office of your end of tenancy date and forwarding address.

Banks/Insurers/Doctors etc: again they should be notified of the date you are leaving and of your forwarding address.

Telephone: you should advise the supplier of your phone service that you are leaving and arrange to get your number transferred if possible.

Gas/Electric: Please make sure that you have final readings taken by your electric and gas suppliers so that they can give you an accurate final bill. Please also provide details of your final readings to Castlehill on the form which you will receive with the letter acknowledging receipt of your completed Termination of Tenancy form. It is also important that the details of

your current electric/gas suppliers are given to Castlehill on your Termination of Tenancy form in order that we can make arrangements for the new tenant moving in.

Bulk Items: if you have items of good quality which you are not intending to take with you we can give you details of charities who will come and pick these up. These are then given to tenants who cannot afford to buy new items when they move into a new home. If you have items that you just want disposed of you need to arrange for them to be picked up by the bulk collection department of the local council.

ON THE DAY YOUR TENANCY ENDS

Please make sure that you remove all your belongings from the house. If we have to do this once you have gone you will be recharged for it.

Sheltered/Very Sheltered tenants – on the day your tenancy ends, or the following day at the latest, you should hand in **all** your keys for the property to your scheme manager.

General Needs tenants – please hand your keys in to our office at 4 Carden Place, Aberdeen.

FINALLY

If you need any advice about any aspect of moving out please give your housing officer a call.