

CASTLEHILL HOUSING ASSOCIATION

END OF TENANCY CHECKLIST



Thanks for letting us know you're giving up your Castlehill Tenancy. Before you give back your keys these are the things you must do.

Give us notice

You are required under the terms of your tenancy agreement to give us a minimum of 28 days notice in writing. Please complete the attached termination form and return in the envelope enclosed. When we receive the termination form we will acknowledge receipt of the form within 5 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.

In event of a death

If you are dealing with arrangements for ending the tenancy following the death of the tenant, please accept our condolences. Please know that two weeks will be given to allow you to clear the property and return the keys to us. If you feel that you may require more time to do this, make sure to discuss this with the Housing Officer.

Please note that a charge to cover rent loss is made until the date when the keys for the property are returned as the tenancy ends on the death of a tenant.

Property Inspection

An essential part of ending your tenancy is arranging for the Property Services Officer to come and visit you to do a property inspection. The sooner this happens the longer you have to carry out any repairs or decoration that may be required.

The Property Services Officer will be able to explain what repairs you are responsible for and what the Association is responsible for. This will prevent or reduce the cost of any rechargeable repairs at the end of your tenancy. After the inspection, you will be sent a letter to confirm what charges (if any) you need to carry out. If you fail to allow access or do not carry out repairs that you are responsible for this will result in recharges being made to your account.

Leaving an outstanding balance could affect your ability to secure a social housing tenancy again in the future.

Rent

The acknowledgement letter we send you will have details of the rent due to the day that your tenancy ends. 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 to put an arrangement in place before your tenancy ends.

When your keys are handed in and the tenancy is ended there may still be money due to your account by Housing Benefit/Universal Credit 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 arrange to make payment.

Consequence of leaving outstanding debt

Please make sure you deal with any outstanding rent or recharge balance on your account. If you do not do this we will look to recover the debt. This may include using a debt collection agency or taking legal action through the courts. 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 before you hand the keys back for the property.

If you do not put an arrangement in place the Income Management Officer will contact after the tenancy has ended.

Housing Benefit/Universal Credit

If you are in receipt of Housing Benefit or Universal Credit and you move out before your termination of tenancy date, you may only receive benefit up to the date that you vacated the property. You will be responsible for the rent up to your termination date.

For further advice on these circumstances we suggest that you contact your local Housing Benefit office/DWP or speak to your Housing Officer.

On your final day - the day 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.

If you are a sheltered housing tenant or a family member of a sheltered or very sheltered tenant in Aberdeenshire or Moray, you can return your keys/fobs to the Scheme Manager.

When returning your keys, please provide meter readings for electricity and/or gas.

On the day your tenancy ends, if you haven't already done so, you should hand all your keys/fobs in to our office at 4 Carden Place, Aberdeen. This will be our final opportunity to make sure everything is sorted out before you go. Please do not post the keys in, stick them through the letterbox or ask someone else to hand them in for you.

If your keys/fobs are not returned, the locks will be changed and you will be recharged for the costs.

**If you need any advice about any aspect of moving out
please give your Housing Officer a call on 01224 625822.**

Moving out Checklist

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. It is 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.

If you need any advice about any aspect of moving out please give your Housing Officer a call on 01224 625822.