



Property Termination Standard

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Introduction

When you terminate your property we expect you to leave the property in a clean and tidy condition including loft spaces, garden areas and any associated outbuildings. This will ensure Rykneld Homes can re-let your property quickly. Outlined in this standard are the things we expect you to do which will ensure you don't have any rechargeable repairs or other outstanding issues.

Notice period

You must tell us in writing at least four weeks before you want to leave your home. This 'notice' period must end on a Monday and you must return all your keys to us on or before that day. You must give us access to inspect the property during the notice.

Pre-Termination visit

A pre-termination visit will be carried out to establish the condition of the property and to give you the opportunity to put right any defects which are your responsibility and avoid you being charged for the cost of this work.

During the pre-termination visits outstanding repairs will be identified and arrangements will be made for these repairs to be carried out during the notice period.

If you are requesting a transfer to another Rykneld property and your property is not up to standard your transfer will be stopped. Once you bring your property up to a reasonable standard you will be eligible to be offered other properties.

Standard of property

On termination of the tenancy you are responsible for: -

- Making sure that the property is cleared of all personal possessions such as furniture and carpets
- Making sure that the loft and any outbuildings are clear of all personal possessions such as furniture and carpets and are left in a clean condition
- Making sure the garden is cut back to a reasonable standard. This includes hedge trimming.
- Removing all rubbish from the garden
- Arranging for all bulky items to be removed before the property keys are returned to Rykneld Homes.
- Making sure that the property is in good decorative state.
- Making sure any damage not caused by fair wear and tear is repaired to the inspecting officers satisfaction.
- Making sure all alterations to the property carried out by you have been completed in accordance with the relevant conditions of approval.

You will be advised of any remedial works required to the property.

Personal/household belongings

Please remove all effects from the property, **including floor coverings and any items left in the loft space**, and leave it in a clean and tidy condition. The Council's Cleansing Section will remove any unwanted items, for a small charge, and may be contacted on 01246 217227. Please see the enclosed information sheet for details of what items can be collected and the charges applicable. Any request to the Cleansing Section should be made immediately to allow them time to visit before the tenancy has ended.

Please note that you will be recharged at the commercial rate for any items that are left at the property and for which you have not arranged prior collection.

Water supply

When you leave the property, please turn off the water supply at the main stop tap to avoid potential water damage. Additionally, open all taps and flush the toilet so as to drain the water system in the property. **If the stop tap cannot be turned off, do not open the taps.**

Gas/electric supply

Please arrange your final meter readings with your gas and electricity suppliers. When handing in the keys, you will be

asked for details of your gas and electric suppliers. Details of the final meter readings should also be confirmed at this time.

Please ensure that you hand both gas and electric meter keys in when returning the keys to the property.

Extension of Notice Period

If you find it necessary to extend the four weeks notice, please notify this office at least seven days before the tenancy end date.

Customer Satisfaction Survey

Finally, could you please take the time to complete the enclosed Customer Satisfaction Exit Interview Form. When completed, please return it to the office when you hand the keys in.

Keys

All keys should be handed in to any of the Area Housing Offices or at Council House, Saltergate, Chesterfield by 12 noon on the date your tenancy ends.

Rents

All rent due must be paid prior to the ending of your tenancy. A final statement of account will be sent to you as soon as possible once the keys have been returned.

Payments can be made at any of the Area Housing Offices or alternatively by contacting the Rents Section on 01246 217670 who take payments by debit and credit cards over the telephone or by visiting the Council's website at www.ne-derbyshire.gov.uk. If, after the tenancy is terminated, there is rent outstanding Rykneld Homes may pass on recovery of the amount to a Debt Collection Agency. Additional rent will be due if the keys are handed in late. If your rent account is in credit, a refund will be made to you providing your request is received in writing with the rent card.

Housing Benefit

If you are in receipt of Housing Benefit, please contact the Council's Call Centre, Connect NE on 01246 217670 to advise them of your change in circumstances. Housing Benefit will continue to be paid until the date on which your tenancy ends, subject to you continuing to occupy the property. Should you cease to occupy the property before the date your tenancy ends, payment of Housing Benefit will cease on the Sunday following the date on which you vacated the property.

An exception is in cases where tenants are moving into residential care. If the tenant is in receipt of Housing Benefit and is in residential care on a temporary basis, the benefit will continue to be paid. If the tenant is accepted as a permanent resident, the payment of Housing Benefit will cease on the Sunday following the confirmation of permanent residence being received by the Revenues Section.

Useful Telephone Numbers

- Choice Move 01246 217650
- Cleansing 01246 217277
- Housing Benefit 01246 217670



No English? No problem

If you require this
publication in
large print, braille or on
audio tape please call us on
01246 217670

Rykneld
HOMES
The road to success

TALKBACK



☎ **01246 217670** (ENGLISH)

We care. We want all of our customers to be able to access all of our services. To talk to someone in English, ring this number.

You will not be charged for the TALKBACK service.

☎ **01430 457390** (CANTONESE) 廣東話

☎ **01430 457391** (MANDARIN) 國語

本市政府關心閣下，我們希望區內所有的市民都能夠使用我們所有的服務。請致電上列這一號碼，可用廣東話或國語和我們交談。

免費為你提供此項服務。

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☎ **01430 457392** (ITALIAN)

Noi ci prendiamo cura di voi. Il nostro obiettivo è quello di dare a tutti i nostri clienti la possibilità di accedere ai nostri servizi. Per parlare in **italiano**, chiamate questo numero

Questo servizio è senza spese o commissioni

☎ **01430 457394** (URDU) اُردو

ہم احساس کرتے ہیں۔ ہم چاہتے ہیں کہ ہمارے صارفین ہماری تمام سروسز سے استفادہ حاصل کریں۔ اگر آپ کسی سے اُردو میں بات کرنا چاہیں تو اس ٹیلیفون نمبر پر رابطہ کریں اس سروس کو استعمال کرنے کے لیے آپ سے کوئی معاوضہ نہیں لیا جائے گا۔

☎ **01430 457395** (POLISH)

Dbamy o naszych klientów.
Pragniemy, by wszyscy mogli skorzystać z całości oferowanych przez nas usług. Aby porozmawiać w języku **polskim**, wybierz ten numer telefonu.

Korzystanie z tej usługi jest bezpłatne.

☎ **01430 457396** (PUNJABI)

ਅਸੀਂ ਦੇਖ-ਭਾਲ ਕਰਦੇ ਹਾਂ। ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਸਾਡੇ ਸਾਰੇ ਗਾਹਕ ਸਾਡੀਆਂ ਸਾਰੀਆਂ ਸੇਵਾਵਾਂ ਤੱਕ ਪਹੁੰਚ ਕਰ ਸਕਣ। ਕਿਸੇ ਨਾਲ **ਪੰਜਾਬੀ** ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਵਾਸਤੇ, ਇਸ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

ਇਸ ਸੇਵਾ ਦੀ ਵਰਤੋਂ ਲਈ ਤੁਹਾਡੇ ਕੋਲੋਂ ਪੈਸੇ ਨਹੀਂ ਲਏ ਜਾਣਗੇ।

☎ **0800 731 7878** (OTHER LANGUAGES)