

ENDING YOUR TENANCY



A guide for moving out of a Rykneld Homes property

Contents

- 1 NOTICE PERIOD
- 2 PRE-TERMINATION VISIT
- 3 RENT AND OTHER CHARGES
- 4 UTILITIES AND OTHER BILLS
- 5 WATER SUPPLY
- 6 HOUSING BENEFIT/
UNIVERSAL CREDIT
- 7 CLEANING AND CLEARING
THE PROPERTY AND GARDEN
- 8 DAMAGE AND RECHARGES
- 9 RETURNING KEYS
- 10 POST AND FORWARDING
ADDRESS
- 11 BEREAVEMENT
- 12 CONTACTS
NOTICE TO QUIT FORM



If you are moving out of a Rykneld Homes property, you will need to consider a number of things to fully prepare for your move.

To end your tenancy, you have to give four weeks' notice in writing, return your keys and also make sure your home meets certain standards.

We recognise that moving house can be a difficult process. This guide is designed to provide you with some information and advice to help your move go as smoothly as possible. It sets out what you, as the tenant, are responsible for and what support you will receive from Rykneld Homes. Reading this will help you to avoid incurring any unexpected charges.

1. Notice Period

Your tenancy agreement is a legal document and can only be ended with a valid termination notice or a court order. Your tenancy does not automatically end when you move out.

You must provide 4 weeks' notice in writing to end your tenancy. If you are submitting this termination notice on any day other than a Monday, your notice will start from the following Monday.

The notice you provide must be in a legally valid format. You can give your four weeks' notice by completing the termination form at the end of this leaflet and returning to Rykneld Homes at 2013 Mill Lane, Wingerworth, S42 6NG. Alternatively, please put in writing to Rykneld Homes your four weeks' notice period with your name, address, contact details and forwarding address.

If a tenant's representative is service notice on behalf of the tenant, they must provide a valid copy of the Power of Attorney authorising them to action property and financial matters. This documentation must accompany the notice.



2. Pre-Termination Visit

A pre-termination visit will be carried out to establish the condition of the property, including your garden, garden sheds and outbuildings, and to give you the opportunity to put right any defects and alterations that are your responsibility. For example, if you have fitted new light fittings, these will need to be replaced with standard units. This should enable you to avoid any charges for the cost of remedial work.

During the pre-termination visit, outstanding repairs will be identified and you will be given the opportunity to repair them before the end of the notice period. If repairs are not carried out, you will be charged by Rykneld Homes. See more under section 8.

If you are requesting a transfer to another Rykneld Homes property, and your property is not up to standard, your transfer will be stopped. Once you bring your property up to an acceptable standard, you will be eligible to receive property offers.

If a pre-termination visit has not been arranged, please contact your Housing Patch Team on 01246 217670 as soon as possible.

3. Rent and Other Charges

You will be required to pay your rent until the end of your tenancy. Please be aware that if you leave Rykneld Homes owing debts, you may not be able to re-join the housing register.

All outstanding rent or other charges due to Rykneld Homes must be paid prior to the end of your tenancy, whether you are moving to another Rykneld property or elsewhere. This includes rent and, where applicable, any other charges you are responsible for paying. Your final account balance will be sent to you as soon as possible once the keys have been returned. If you are unable to pay in full before the tenancy ends, it is important that you contact us to discuss your circumstances and arrange a repayment plan for the debt. Rykneld Homes may pass on recovery of any Former Tenancy Arrears to a Debt Collection Agency if an arrangement is not in place for any outstanding debts.

You can contact the Rents team on 01246 217670, who can take payments by debit or credit cards over the telephone. You can also pay online via the Rykneld Homes website at www.rykneldhomes.org.uk.

If you are concerned about debt or would like further advice on budgeting, please visit our website at www.rykneldhomes.org.uk.

4. Utilities and other bills

Remember to contact your utility providers to cancel water, gas and electricity before leaving. You will need to provide them with final meter readings and settle any final bills. You may need to provide them with your next address so they can send confirmation of final bill payments.

Remember that any other subscriptions or continuous payments related to your home will need to be re-addressed. These might include subscriptions to satellite or cable television, internet or any catalogues. Any unpaid bills or subscriptions may affect your credit rating when you move and could lead to further action being taken by the relevant organisations.

5. Water Supply

When you leave the property, please turn the water supply off at the main stop tap or Surestop button in the property to avoid potential water damage.

6. Housing Benefit/ Universal Credit

If you are in receipt of Housing Benefit, please contact North East Derbyshire District Council (NEDDC) on 01246 231111 or visit the website at www.ne-derbyshire.gov.uk/benefitsadvice to report 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 date you vacated the property.



If you claim Universal Credit, please report your change in circumstances to the DWP at www.gov.uk/universal-credit/changes-of-circumstances.

If you are accepted permanently into residential care, the payment of Housing Benefit will cease on the Sunday following the confirmation of permanent residence being received by the Revenues Section and full rent will be payable until the tenancy ends.

7. Clearing and cleaning the property and garden

Please ensure the property is left in a clean, sanitised and tidy condition. It is your responsibility to leave the property, including loft spaces, garden areas and any associated outbuildings, in a clean condition and cleared of all rubbish, furniture, flooring and belongings.

Take any waste or unwanted items to a local Household Waste and Recycling Centre. Various local organisations welcome donations of furniture. Charity shops, Freecycle and Facebook groups are also a great way of reducing waste going to landfill.

If any items are left in or around the property, you will be charged for their removal. Charges for removal cost a minimum of £100, and upwards of £500, depending on what needs to be cleared and how long it takes.

Rykneld Homes does not accept any responsibility for items or possessions left in the property when your tenancy ends.

If you require any assistance with removing any unwanted items, NEDDC's Cleansing Team will remove them for a small charge. They can be contacted on 01246 231111. Any request to the Cleansing Team should be made immediately, to allow them time to visit before the tenancy has ended.

Any gardens should be left in a good clean, clear condition. Lawns and hedges should be cut and all rubbish removed.

8. Damages and recharges

There should be no significant damage that does not come under what is normally expected over time for fair wear and tear.

If the property does have damage considered as rechargeable, we will give you the opportunity to repair it yourself within the four week notice period. If this is not done, or if damage is identified once you have vacated the property, Rykneld Homes will charge you for this.

If you have made any adaptations or alterations to the property that you did not receive written permission for, you may have to change the property back to its original state to avoid being charged by Rykneld Homes. This also includes external features such as decking.

If you want more information about what we may recharge for, please speak to your Housing Officer. You can also discuss this during the pre-termination visit.

Note: Not all repairs may be identified during the pre-termination visit, due to obstructions such as wall hangings or furniture. If we identify anything once you have vacated the property, we will make contact to inform you of any potential charges.

9. Keys

All keys for the property (including those for any rear or side doors, garages, outhouses, communal fobs and gas and electricity meters) must be returned to 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG by 12 noon on the Monday following the end of the tenancy (tenancies end on Sundays).

Window keys should be left either in the windows or in a drawer in a kitchen drawer. Please also return your gas and electricity meter keys with the main key set.

Before vacating, ensure that all doors and windows are securely locked.



10. Post

We ask that you provide us with a forwarding address for any future contact we may need to make with you.

You might wish to contact Royal Mail to arrange a post redirection service, so that your post is forwarded to your new address for a set period of time. The Royal Mail will be able to advise you further as to the cost of such services. You can contact Royal Mail at: www.royalmail.com/personal/receiving-mail/redirection.

11. Bereavement

If you are clearing a property because the tenant has passed away, there are a few steps that will need to be taken to ensure we are able to make the move as simple as possible.

We recognise that this is a difficult time for those involved and we will provide all the help we can to support you during this period. If there is anything you think you may struggle with, please contact us.

Things to consider:

- The next of kin or the Executor of the Will for the estate will need to notify Rykneld Homes of the bereavement in writing or by completing the termination paperwork. Note: notifying NEDDC does not constitute notifying Rykneld Homes.
- The next of kin or the Executor of the Will will need to provide us with a copy of the death certificate along with the termination paperwork.
- You will have a four-week notice period to clear and cleanse the property from the date the termination commences (see section 7 for more information). We will arrange a joint inspection with the next of kin or Executor of the Will and will give advice on what will be required before handing the keys in.
- The estate is liable for the rent until the keys are handed in. This includes any arrears or any potential charges. If you are unsure who this would be or how much is owed, please contact a member of Rykneld Homes' Rents Team.
- If no Executor of the Will, Rykneld Homes will service a Notice on the property and the Public Trustee to legally end the tenancy.

12. Contacts

We wish you all the best for your move and hope this guide has been useful. For more information about anything in this document, please call: 01246 217670.

You can also find more information on our website: www.rykneldhomes.org.uk or email: contactus@rykneldhomes.org.uk.

Or you can write to us at: Rykneld Homes Ltd, 2013 Mill Lane, Wingerworth, Chesterfield, Derbyshire S42 6NG

NO ENGLISH?
NO PROBLEM

If you require this publication
in large print or braille
please call us on

01246 217670

Rykneld
HOMES
at the heart of communities



Język polski

W Rykneld Homes zależy nam na dostarczaniu doskonałej jakości usług naszym lokatorom, dzierżawcom i mieszkańcom. Aby porozmawiać z nami po polsku zadzwoń pod numer

01482 971724



For all other languages

01246 217670

**Make a note here of what's on your moving
home checklist**

Ending your tenancy – Giving Notice to leave your Home



By law you must give us four weeks written notification that you intend to end your tenancy.
The notice period will start from the Monday after we receive this form.

Please note: You must give us access to your home before leaving to allow us to carry out an inspection. This inspection will assess the condition of your home, garden and outbuildings.

1. Tenancy Details:	
Tenant's Name(s):	
Date of Birth:	
Rent A/C Number:	
Address and Postcode:	
Home Tel No:	
Work Tel No:	
Mobile Tel No:	
Email Address:	

I wish to give four weeks' notice for my property starting from: Monday _____
or, the day on which a complete period of the tenancy expires next after the end of 4 weeks
from the service of this Notice. (If you wish to give more than four weeks' notice please state
the Monday from which your four weeks' notice will begin).

I / we understand that all keys to my property should be returned to Rykneld Homes before
12 noon on the date of termination.

I / we must allow access for an inspection to be carried out on my property before I return my
keys.

I / we give Rykneld Homes permission to remove and dispose of any goods that are left at
the property after the date of the termination of this tenancy.

If you leave any goods behind you are liable for the cost of removal, storage and disposal
and you will be charged for the cost of this.

Signed:		Date:	
Signed:		Date:	

My gas is supplied by:	
My gas meter is:	Key / Prepaid / Quarterly
My electricity is supplied by:	
My electric meter is:	Key / Prepaid / Quarterly
Water meter:	Yes ☐ No ☐
Alarm Code Number (if applicable):	
Does the property have any adaptations?	Yes ☐ No ☐
If yes, please give details:	
If a stairlift is installed, please request that the electricity supply is left on when leaving the property.	

Do you currently rent a NEDDC Garage / Plot?	Yes ☐ No ☐
If yes, what is the address?	
Do you want to keep the garage / plot?	Yes ☐ No ☐

2. Where you are moving to:	
Address and Postcode:	
Property Type:	Detached / Semi-Detached / Terraced / Maisonette / Ground Floor Flat / Upper Floor Flat / Bungalow

Where the tenant is deceased, please provide:	
Date of Death:	
Copy of Death Certificate:	Yes ☐ No ☐
Is there an Executor of the Will?	Yes ☐ No ☐
If yes, provide the name of the Executor:	
If no, please provide the name of the NOK:	
Executor / NOK Address and Postcode:	
Home/Work Tel No:	
Mobile Tel No:	
Email Address:	

NB. If no Executor of the Will, Rykneld Homes will serve a notice on the property and the public trustees to legally end the tenancy.

3. Reason for Ending Tenancy	
Please tell us what type of home you are moving to. Please tick the most appropriate box:	
☐	Internal Transfer North East Derbyshire District Council (NEDDC)
☐	Internal Transfer Registered Provider
☐	Moving to another Local Authority / Social Registered Landlord
☐	Moving to Private Landlord
☐	Moving to Residential Care
☐	Moving out of the area
☐	Moving to homeowner
☐	Death
☐	Moving in with family / friends

Please tell us the reason why you are leaving your home. Please tick the most appropriate box:	
☐	Affordability
☐	Medical Needs / Adaptations
☐	ASB
☐	ASB Hate Crime
☐	Closer to school / work / family / friends
☐	Location
☐	Domestic Abuse
☐	Over Occupation
☐	Under Occupation
☐	Supported Housing
☐	Nursing Home
☐	Residential Care
☐	Long stay hospital / hospice

Please remember that your rent account should be cleared before you leave. Should you be unable to do this please complete the section below.

4. Former Tenant Arrears	
I offer to pay my former tenant arrears by instalments of:	
Amount: £	weekly / fortnightly / monthly
From:	date / month / year
I wish to pay by the following method:	
☐	Direct Debit
☐	Online payments: www.ne-derbyshire.gov.uk
☐	Online payments: www.rykneldhomes.org.uk
☐	Rykneld Homes Contact Centre 01246 217670

Signed:	
---------	--

Please return this form to:

By post: Rykneld Homes, 2013 Mill Lane, Wingerworth, Chesterfield, S42 6NG

Email: contactus@rykneldhomes.org.uk

