

ENDING YOUR TENANCY



A guide for moving out of a Rykneld Homes property

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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.



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 Officer 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 the 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 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, the Council's Cleansing Section will remove them for a small charge. They can be contacted on 01246 231111. Any request to the Cleansing Section 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

The full set of keys for the property (including any rear or side doors, outhouses, garages, communal fobs and gas and electricity cards) must be returned to 2013 Mill Lane at no later than 12 noon of the day after the tenancy comes to an end (tenancies end on a Sunday, all keys must be with us by 12 noon Monday morning).

Window keys should be left either in the windows or in a drawer in the kitchen. You should also hand in both your gas and electricity meter keys when returning your keys to the property. You must ensure that all doors and windows are locked when vacating the property.

All keys should be handed in to 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG.

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 tenant's personal representative for the estate will need to notify Rykneld Homes of the bereavement in writing. They will also need to complete termination paperwork. Note: notifying North East Derbyshire District Council does not constitute notifying Rykneld Homes.
- The next of kin or the tenant's personal representative will need to provide us with a copy of the death certificate along with the notification.
- You will have a four week notice period to clear and cleanse the property (see section 7 for more information) from the date of notifying Rykneld Homes of the bereavement. We will arrange a joint inspection with the next of kin or personal representative and will give advice on what will be required before handing the keys in.
- Note: Rykneld Homes will terminate the tenancy at the end of the week (Sunday) from the date the keys are handed in. Therefore, if they're handed in within the four week notice period, we will terminate the tenancy from the end of this earlier week, rather than at the end of the four weeks.
- 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.

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 <input type="checkbox"/> No <input type="checkbox"/>
Alarm Code Number (if applicable):	
Does the property have any adaptations?	Yes <input type="checkbox"/> No <input type="checkbox"/>
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 North East Derbyshire Council Garage / Plot?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, what is the address?	

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 <input type="checkbox"/> No <input type="checkbox"/>
NOK/Executor of the Will (Name):	
NOK/Executor Address and Postcode:	
Home Tel No:	
Work Tel No:	
Mobile Tel No:	
Email Address:	

3. Reason for Moving

Please tell us the reason why you are leaving your home. Please tick the most appropriate box:

<input type="checkbox"/>	Property is too large
<input type="checkbox"/>	Property is too small
<input type="checkbox"/>	Need to move for medical reasons
<input type="checkbox"/>	Tenant deceased
<input type="checkbox"/>	Prefer different area
<input type="checkbox"/>	Unable to afford to live at property
<input type="checkbox"/>	Move to a property with a garden
<input type="checkbox"/>	Moving closer to school / work / family / friends / support network
<input type="checkbox"/>	To avoid eviction
<input type="checkbox"/>	Anti Social Behaviour
<input type="checkbox"/>	Fleeing violence
<input type="checkbox"/>	Hate crime
<input type="checkbox"/>	Moving to residential/Nursing Home
<input type="checkbox"/>	Moving to supported accommodation
<input type="checkbox"/>	Prison sentence
<input type="checkbox"/>	Moving to live with daughter/son for care and support
<input type="checkbox"/>	Under Occupancy Charge
<input type="checkbox"/>	Regeneration

Please tell us what type of home you are moving to. Please tick the most appropriate box:

<input type="checkbox"/>	Another North East Derbyshire District property (NEDDC) as a tenant
<input type="checkbox"/>	Another Council property out of the Area (NEDDC)
<input type="checkbox"/>	A Housing Association property as a tenant
<input type="checkbox"/>	Buying your own home
<input type="checkbox"/>	Moving to a private tenancy
<input type="checkbox"/>	Moving in with friends and/or family
<input type="checkbox"/>	Moving to residential care
<input type="checkbox"/>	Other – please specify:

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 tenants arrears by instalments of:

Amount:	£	weekly / fortnightly / monthly
From:		date/month/year
I wish to pay by the following method:		
<input type="checkbox"/>	Direct Debit	
<input type="checkbox"/>	Online payments: www.ne-derbyshire.gov.uk	
<input type="checkbox"/>	Online payments: www.rykneldhomes.org.uk	
<input type="checkbox"/>	Rykneld Homes Contact Centre 01246 217670	

Signed:	
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Please return this form to:
Rykneld Homes, 2013 Mill Lane, Wingerworth, Chesterfield, S42 6NG.

