

Ending your tenancy



www.soha.co.uk



Ending your tenancy

This leaflet describes what you must do to end your tenancy or to transfer it. The end of tenancy check list and Soha's handbook standard at the end of this leaflet will apply to you whatever your reason for moving.

If you are leaving a Soha home altogether, you must give us at least four weeks' written Notice to Quit, ending on a Sunday. In exceptional circumstances we may accept a shorter period. In the case of a joint tenancy notice can be given by either tenant.

If you leave the property owing any rent, we will take legal action to get the money back. If you receive Housing Benefit, you should contact the council to tell them the date that your tenancy will end.

Recharges

During the notice period, we will arrange for a Technical Officer to visit you and carry out an inspection. If you have damaged the premises or carried out alterations and adaptations without our permission in writing, we will give you a chance to put the work right.

If you do not, we will charge you for the costs we incur putting it right. We will also charge you if you leave the property or garden in poor condition or if you leave any of your belongings in the home without our prior consent. This can include carpets, light shades, sheds and white goods.

We want a new tenant to be able to move into your home quickly after you go, so we may need to bring possible new tenants to look round during the four weeks that you are still in the house.

When we receive your written notice advising us that you are ending your tenancy, you must pay rent that you still owe us.

Going into hospital or residential care

If you are going into a nursing home, residential home or hospital, even for a short stay, please let us know and we may be able to offer some practical advice. The length of stay may affect your Housing Benefit.

Relationship breakdown

If your relationship with your partner breaks down, we can advise about how this may affect your tenancy. We may be able to create a new tenancy in the name of just one partner.

In all circumstances, please contact us and we will try to help you resolve your problem as sensitively as possible. We would always advise that you seek independent advice from a solicitor, local advice centre or Citizens' Advice Bureau.

Abandoned homes

If you move out of your home without telling us, we can end your tenancy and let the property to another household. We will serve a notice upon you by fixing it to the property and delivering it to anywhere else where we believe you might be staying. This notice will warn you that the property will be repossessed after a fixed time period, unless you contact us to confirm that you are still living at the property.

Soha's property standard for residents ending their tenancy

1. Your responsibility for removing items

It is your responsibility to leave the property as you found it. You need to ensure the property (including the garden, garage and loft) is clean, tidy and in good condition and that all unwanted rubbish i.e. carpets, white goods, furniture, fixtures and fittings that belong to you are removed before you hand back the keys.

You will be charged if

- Any of your belongings are still in the property, garden garage etc after you've moved out
- Any part of the property including fixtures or fittings have been damaged or neglected
- We need to tidy your garden because it's overgrown
- We have to make changes to your home as a result of work you have carried out

2. Your responsibility for property condition

Decoration

- All wallpaper and paintwork (walls, ceilings, doors and woodwork) should be clean and presentable i.e. free from graffiti, dirt, grime, mould and tobacco stains

Bathrooms and sanitary ware

- All sanitary ware (e.g. toilets, baths and washbasins) should be clean, free from grime or stains and in good repair, with no cracks or visible leaks. Baths and wash basins should both have a plug and chain

- All toilets should have clean and unbroken seats in place
- Sealant around baths and tiles around baths and washbasins should be clean

Kitchen sink, units and work surfaces

- The kitchen sink should be clean, free from grime with units, worktops, floor coverings and wall tiles clear of food deposits, grime and grease
- If your washing machine hose is fitted to the sink waste please plug the waste to stop the sink unit being flooded
- Spaces where fridges and washing machines stand should be clean and dirt free

Doors and door furniture

- Doors must be re-fitted where they have been removed
- Where you have installed your own doors or door furniture they should either be left or replaced with the originals or suitable alternatives
- Doors and door frames should be in good decorative order, with any holes filled and able to open and shut freely and without obstruction
- Door handles should operate correctly and be fitted to all doors

Walls and plaster

- General cracks, holes or damage caused by the removal of fixtures and fittings should be filled

Electrical switches, sockets and light pendants

- All switches, sockets and light pendants should be safe, in good working order, clean and free from dirt, grime and paint splashes

Gas appliances

- Where installed, all gas appliances (including radiators) should be clean and in working order
- On leaving the property please ensure that the boiler is switched off

Plumbing

- The waste pipe from the kitchen sink and any washing machine outlet should be clear and flushed with an appropriate solution to ensure that it is free from grease and other items that may cause obstruction to the flow of waste water

Flooring

- All floors should be clean and free from dirt and grease
- All carpets should be removed from the property (unless the outgoing tenant of a mutual exchange has agreed to leave them for the incoming tenant or where we have agreed that carpets can be left)

Tiling

- Ceramic wall tiles should be clean and free from grease and grime. Broken or missing tiles should be replaced along with any re-grouting that may be required

Space heating

- Heating appliances should be clean, with all controls intact and in good working order

Open fires

- Open fireplaces and flues should be clear and free of obstructions (e.g. birds' nests)

Security

- All glazing should be in good condition with no broken or cracked panes
- Window keys should be left in the property

Lofts and cupboards

- Roof spaces, fitted wardrobes and storage cupboards should be cleared and free from rubbish or unwanted items
- Remove any built in or free standing cupboards or wardrobes belonging to you

Sheds, outhouses, garages and gardens

- All temporary structures (e.g. lean-to's, conservatories or sheds) should be removed, unless a Soha Technical Officer has confirmed in writing that they can remain
- All sheds or external buildings should be clean and free of rubbish
- Gardens should be in good condition (e.g. not overgrown) and free of rubbish. Clear paths of obstructions and weeds. Plants, hedges and trees should be in good condition and not overgrown

- Communal areas should be cleared of rubbish
- Where you have installed a gas appliance of your own in place of the one originally installed by Soha, please reinstate the original or replace it if this is to be taken as part of the move

End of tenancy check list

Check that you have done the following:

- Completed and returned a formal notice to Soha. A tear-off formal notice you can use is attached to this form
- Cleared your rent account
- Cleared the property of all belongings and rubbish. Your local council will be able to help you dispose of any bulky items
- Left the Soha tenants' handbook and instruction manuals in the kitchen
- Told the water, gas, and electricity companies and given them meter readings to close your account. If you have a pre-payment meter, the gas/electric key must be left in the meter. It will not work in any other property
- Told us who your gas and electricity companies are. If you use the formal Notice to Quit form which is attached to this leaflet, you can fill in these details there
- Returned all the keys to the property to us by noon on the Monday following the tenancy end date. This includes window locks and shed keys if you have either of these

- Given us a forwarding address (in case we need to contact you again. You can fill in this detail on the formal Notice to Quit form at the back of this leaflet)
- Redirected your mail
- Told your bank/building society, doctor/dentist and anyone else who needs to know, such as Council Tax and Housing Benefit departments

Please note that we will obtain a court order to remove any people who are staying in the property without our permission.

Notice to Quit

Address:

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I the undersigned hereby give notice that I shall quit and deliver up possession of the above named premises which I hold of you as a weekly tenant, on the date stated below.

Note: tenants are legally required to provide Soha Housing with four weeks' notice of their intention to vacate the property.

Name:

Signature:

Date:

Date when to quit:

Forwarding address:

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Telephone number:

My current gas supplier:

My current electricity supplier:

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Please fill in this form and send it to the address below
(no stamp is needed)

Freepost SCE 2680, Soha Housing, Royal Scot House,
99 Station Road, Didcot, Oxon OX11 7YW

**If you would like this information in a different language,
in large print or on CD, please contact us on 01235 515900.**

Polish Wprowadzenie się i wyprowadzka

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

Portuguese Mudança e saída

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

Bengali অন্যত্র চলে যাওয়া এবং ছেড়ে দেওয়া

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

Chinese 搬屋

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

Albanian Transferimi dhe largimi

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

Slovakian Sťahovanie a odchod

Ak požadujete túto informáciu v inom jazyku, vytlačení s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing, Royal Scot House,
99 Station Rd, Didcot OX11 7NN**

Tel: 01235 515900

Freephone: 0800 014 15 45

Fax: 01235 515970

Email: housing@soha.co.uk

Website: www.soha.co.uk

