



## **Moving and leaving**

A guide to leaving your Soha home



This leaflet describes what you must do to end your tenancy or to transfer it. The end of tenancy checklist at the end of this leaflet should help you whatever your reason for moving.

## **Telling us you want to leave**

If you are leaving a Soha home altogether, you must give us at least a month's written Notice to Quit. There is a form at the back of this leaflet in case you would prefer to use that. In exceptional circumstances, where you have discussed it with us beforehand, we may agree to a shorter period.

If you are a joint tenant, the tenancy will end when either tenant gives notice to quit. But please, get advice from our Housing team first.

You should be up to date with your rent when you leave – if you still owe Soha 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.

## **What happens when you give notice**

During the notice period, we will arrange for a Technical Officer to visit you and carry out an inspection. If we find damage, or that you have 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 put it right, but we will charge you for doing so. This may include charging you for rent Soha loses by not being able to let the property more quickly to another tenant.

We will also charge you for the cost of clearance if you leave your home or garden in poor condition or if you leave any of your belongings (for example carpets, light shades, sheds, white goods) in your home without our permission.

During the notice period while you are still in the house, we may bring possible new tenants to look round. This is because we want a new tenant to be able to move into your home quickly after you go. We will always accompany any viewings.

## **Going into hospital or a care setting**

If you are going into hospital or a care setting - even for a short stay - please let us know. The length of stay may affect your Housing Benefit.

## **Relationship breakdown**

If your relationship with your partner breaks down, please let us know so we can advise you about how this may affect your tenancy.

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

## **Abandoned homes**

If you move out of your home without telling us, we will end your tenancy.

We will serve a notice on you by fixing it to the property and delivering it to anywhere else where we believe you might be staying. This notice will explain that the

property will be repossessed after a fixed time period.

## **Ways of moving**

Most local Councils now advertise empty Soha homes through their lettings scheme. All our vacancies in these Council areas will normally be advertised through that lettings scheme. If you wish to move, you must first make an application to the lettings scheme in your area. Our Customer Services team can advise you how to make an application and where you can see homes advertised.

If you need to move because of exceptional circumstances (such as suffering from severe harassment or domestic violence), we can help you to gather evidence for the council.

We would expect you to have a clear rent account before you are accepted on the local lettings scheme. If your rent account is not clear, please contact us. If we agree a regular debt repayment amount that you keep, we may allow you to be considered for a move.

If you or a member of your household becomes disabled

or has mobility needs, we may be able to help. Call our Customer Services team to get more information.

## **Mutual exchanges**

Mutual exchanges are a way for you to swap homes with another housing association or local authority tenant.

Soha is a member of the Homeswapper scheme. This is designed to help you find someone to swap with you. Please use [www.homeswapper.co.uk](http://www.homeswapper.co.uk) or contact us for more information on how to exchange.

Any exchange must be authorised both by Soha and

the landlord of the person who you wish to exchange with.

## **Transfer incentive scheme**

If you are under-occupying a family-size house (that is too big for you) and you want to move to a smaller home, then you may qualify for help under this incentive scheme.

This could mean:

- help with removal costs,
- a cash payment when you move in, or
- help with organising the move.

## End of tenancy check list

### Please:

Clear your rent account.

Complete and return a formal notice to Soha. A tear-off formal Notice to Quit is attached to this form - or you can write to us.

Clear your home and garden, loft and garage of all belongings and rubbish. Your council will be able to help you dispose of bulky items. You will be charged if you leave unwanted furniture or carpets.

Leave any instruction manuals you were given in the kitchen.

Tell the water, gas and electricity companies and give 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.

Tell us who your gas and electricity companies are. The Notice to Quit form at the back of this leaflet asks this.

Return all the keys to the property to us by midday on the working day following the tenancy end date. This includes window locks and shed keys if you have them.

Put back any Soha-owned fixtures and fittings, making good any damage and any alterations you made.

Give us a forwarding address, as requested on the Notice to Quit form at the back of this leaflet.

Redirect your mail

Tell your bank, doctor/dentist and anyone else who needs to know, such as Council Tax and Housing Benefit departments.

# Notice to Quit

Address

.....

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 tenant, on the date stated below. Note: tenants are legally required to provide Soha Housing with a month's notice of their intention to vacate the property.

Name .....

Signature .....

Date .....

Date when to quit .....

Forwarding address

.....

Telephone number (current).....

Telephone number (at next home, if known).....

Email .....

My current gas supplier .....

My current electricity supplier .....

Please fill in this form and send it to FREEPOST  
SOHA HOUSING (no stamp is needed)

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

### Polish

Dołożymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

### Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

### Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampo a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

### Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

### Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিয়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



## Soha Housing

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