



EVERYTHING YOU NEED TO KNOW FOR **moving out**

Ending Your Tenancy

You must give us at least 4 weeks' written and signed notice. Your notice period will commence from the Monday following the date that we receive your written notice, for example, if your notice is received by us on a Wednesday the 4 weeks will commence from the following Monday. If you give less notice than this, or hand in your keys early, we may charge you rent for the full notice period. Download a termination form on our website or we can email one to you.

We will arrange to visit you to inspect your home and to discuss anything that you might need to do before you move out, including the possibility of carrying out viewings of your home during your notice period. We'll also let you know the balance on your rent account as this will need to be clear before you move out.

Housing benefit or the housing element of Universal Credit.

Tell the housing benefit office at Stoke on Trent City Council that you are moving or update your Universal Credit online account. Contact the Council online at www.stoke.gov.uk or by telephoning **01782 232982**.

Joint tenants

If you are a joint tenant, the whole tenancy will end if you or the joint tenant ends it. You may not have the automatic right to continue living in the property if the other joint tenant ends the tenancy or dies. Some people may have the legal right to take over a tenancy upon the death of a tenant. These people are anyone who has a joint tenancy with the deceased; the husband or wife of the deceased tenant; the partner or family member of the deceased (if they lived with the deceased for at least 12 months before they died).

Dealing with matters following the death of a tenant

You should notify us about a tenant's death as soon as possible so that we can help you to sort things out. You will be asked to sign a form to end the tenancy and we will need a copy of the death certificate and details of the next of kin/person dealing with the deceased tenant's affairs. The full rent will be due until we receive the keys and can end the tenancy. Any rent charges that are due will need to be paid out of any money left by the deceased tenant.

If you are moving into a nursing home

If you are moving into a nursing home you need to give four weeks' notice in writing, or your Social Worker can tell us of your move. Usually, you move into a nursing home for a trial period to begin with and at the end of this time, a review is carried out to decide if it is the right place for you to live. Your Social Worker will tell us when your placement is permanent, and we can then terminate your tenancy.

What you need to do when you leave

Repairs

During our visit we will let you know of any repairs that you need to do before you leave. Items that may need repair include damaged or missing doors, damaged kitchen units and work tops, holes in plasterwork, broken or missing WC seats and any other repairs that are needed because of neglect or misuse.

Decoration

You must leave your home in good, clean decorative order. If you need to carry out any decoration before you move out, we will let you know when we visit you.

General condition

You must clear all furniture, carpets, and personal belongings, including rubbish. This includes clearing any loft, outbuildings, or gardens. We may agree exceptions to this if the new tenant would benefit from what you are leaving. You can take any unwanted items to the nearest household waste disposal site, you can arrange removal via the City Council's waste removal collection service, or we can remove items at a charge. Any arrangements that you make to remove items must be made and the items removed before you move out and hand your keys in. We will not accept responsibility for any items left behind.

Garden

The garden must be left in good order, clear and tidy. Grass should be cut, and planted areas weeded.

Garage

If your tenancy includes a garage, you must clear out your belongings. Please return all the keys along with the property keys. If you rent a garage separately, you need to terminate the tenancy at the same time. Please contact us if you would like to make a different arrangement.

Alterations

You should have asked for written permission to carry out any alterations or improvements you made during your tenancy. Before you leave, we will check any alterations you have made and tell you if you need to do any work to bring these up to an acceptable standard.

What happens if I don't leave my home in a satisfactory condition?

We'll carry out any work that is needed and send you the bill. In line with your conditions of tenancy you will be responsible for paying this.

Handing in your keys

Return all your keys (including window keys and flat entrance fobs) to the **Trevor Jones Office in Hammond House, Ridgway Road, Hanley, ST1 3AX** by midday on the Monday that your notice period ends. If you do not return your keys, we will not end your tenancy and will continue to charge you rent.

Moving Out Checklist ✓

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Clearing and cleaning - clear the property of all personal belongings and leave it clean and tidy. To arrange removal of any items via the City Council or Stoke on Trent Housing Society chargeable waste removal collection go to stoke.gov.uk or stokeontrenthousingsociety.org.uk	
Council Tax – call 01782 234234 or go to stoke.gov.uk to advise that you area leaving	
Fixtures and fittings - anything installed without permission must be removed. Missing or damaged fixtures and fittings must be replaced. Fixtures and fittings that were in place when you moved in must not be removed.	
Forwarding address - make sure we have your forwarding address and remember to re-direct your mail.	
Freestanding cookers - must be removed by a Gas Safe registered engineer (for gas cookers) and a qualified engineer (for electric cookers).	
Housing benefit or Housing costs under Universal Credit - contact the Housing Benefit Department at Stoke Council, stoke.gov.uk or 01782 232982 or update your online universal credit account.	
Removals - arrange for your removals in plenty of time. Any goods left in your home will be removed in accordance with our policy and you will be recharged for any costs incurred in the removal and disposal.	
Utilities Remember to close your accounts with your utility providers, take meter readings and if you have pre-payment meters and there is a key or card, please hand these in with your keys.	

For further advice on any information in this leaflet email us info@stokeontrenthousingsociety.org.uk or call us on 01782 968566.