

Ending your tenancy



A fresh approach to people, homes and communities

www.berneslaihomes.co.uk

Ending your tenancy and moving out of your home

This leaflet tells you what you need to do if you want to end your tenancy.

Before you give us notice that you want to end your tenancy, you need to be absolutely sure that you have other secure accommodation which is reasonable for you to live in. If you do not have any secure accommodation to move to, you must contact the Housing Advice Team so they can give you advice on what will happen when you end your tenancy. You can contact the Housing Advice Team on 01226 773870. If you apply for housing in the future, we may not have to rehouse you or give you priority for rehousing.

What should I do if I want to end my tenancy?

In most circumstances you have to give us at least four weeks' notice that you want to end your tenancy. We can agree a shorter notice time with you but only in special circumstances (for example if you are moving to another of our properties). If you have special circumstances we can agree how much notice you have to give.

If you give us less than four weeks' notice, we have the right to charge you rent up until the end of your tenancy (the end of the four-week notice period). We will do this even if you have moved out of the property and given us back your keys.

You can give us notice in the following ways.

- You can write to us. Please use the form at the back of this leaflet or write a letter that tells us when your tenancy will end and what your new address will be.
- You can phone us at your local Barnsley Connects office on 01226 775555. We will then fill in a form on your behalf and write to you to confirm all the information you have given us.
- You can visit your local Barnsley Connects office.
- You can visit us online at www.berneslaihomes.co.uk.

For details of how to contact your local Barnsley Connects office, please see our leaflet 'Getting in touch'. If you need a copy of this leaflet, please ring us on 01226 775555.

What happens after I have given you notice?

When you give us notice, we will tell you exactly when your tenancy will end and when you have to hand the keys in.

We can allow you to extend your notice time in certain circumstances, for example, if your new home is not ready. But you must tell us that you want to extend your notice before your tenancy ends (the date we agreed when you gave us notice). If you do not extend your notice and your tenancy ends, legally we do not have to let you stay in the property.

When will my tenancy end?

Your tenancy will always end on a Sunday, no matter what day of the week you tell us that you want to end your tenancy. Two examples are shown below.

- If you give notice on Wednesday, we will count four weeks from the following Sunday of that week.
- If you give notice before 12 noon on a Monday, we will work out your four weeks' notice from the Sunday (the day before).

What rent do I have to pay?

When you end your tenancy, you have to pay rent up to and including the Sunday on which your tenancy ends. As you pay your rent every week for the previous week, you will owe an extra week's rent at the end of your tenancy.

If you hand the keys in later than 12 noon on Monday (the day after your tenancy ends), we will charge you another week's rent.

Where do I take my keys?

You should take all your keys to your local Barnsley Connects office. For details of how to contact your local Barnsley Connects office, please see our leaflet 'Getting in touch'. For a copy of this leaflet, please ring us on 01226 775555 or visit our website at www.berneslaihomes.co.uk.

We do not recommend that you post your keys to us. But if you have no other option, you must use recorded delivery as proof that you have sent them. If your keys get lost in the post and you cannot prove that you have posted them, we will charge you for:

- changing the locks; and
- putting right any other damage caused as a result of
- us not having the keys.

Remember to either put a letter or a label in with the keys so that we know which property they are for.

What should I do before I leave the property?

It is really important that when you leave your home you have to make sure you:

- leave it clean and tidy (this includes the decorations);
- remove any furniture, carpets or rubbish;
- clear your attic and outbuildings; and
- cut back and clear the garden.

If you have damaged our property, either by removing your own fittings or while you were living in your home, you have to put right the damage.

We will charge you for any work we have to do that includes:

- clearing and cleaning the property;
- decorating the property;
- putting right any damage;
- replacing fittings that you had no right to take; or
- clearing or replanting the gardens.

If you leave any of your belongings in the property, we will get rid of them.

We will charge you for this work.

When you tell us that you want to end your tenancy, we will tell you the current hourly charge for clearing out a property.

What about disconnecting my gas cooker or own fire?

You can take your own cooker out of the property. You cannot remove a gas fire that you installed yourself, unless we agree.

For your own and your neighbours' safety, you must make sure that any gas cooker or fire which belongs to you is removed by a registered CORGI gas contractor. The supply pipes must be sealed after the appliance has been removed.

If you do not leave the gas supply properly sealed, we will charge you the full cost of us carrying out the work. We could also take legal action against you under the Gas Safety Regulations, which carries a maximum fine of £400.

What about any improvements I have carried out during my tenancy?

If you have had our permission to make alterations or improvements to your property, you must leave them in the property. In certain cases we may agree that you can remove the new fitting and put the original back.

Please contact your local Barnsley Connects office. For details of how to contact your local Barnsley Connects office, please see our leaflet 'Useful contacts'. If you need a copy of this leaflet, please ring us on 01226 775555.

We will charge you if we need to remove or change any of your own alterations before we let the property again.

If you have carried out improvements that we have approved, you may be entitled to compensation under the Tenants' Right to Compensation scheme.

You must ask us to consider your request for compensation within 14 days of your tenancy ending.

For more information about the compensation scheme, please see our leaflet 'Your tenancy' which is available in your tenancy pack. For a copy of this leaflet, ring us on 01226 775555.

Do I have to read my electricity, gas or water meters?

You are responsible for reading the gas, electricity and water meters before you leave the property. You must tell your suppliers:

- the date you are leaving the property;
- your meter reading; and
- your new address.

We will only pay for gas, electricity and water from the date your tenancy ends. If the supplier asks us for your new address, we will give it to them.

What about my post?

You should also arrange with the post office to redirect your mail to your new address.

We will not send any letters to you at your new address.

We will not tell the new tenant your new address.

Should I turn off the water, gas or electricity?

You must turn off:

- the gas and electricity supplies at the meter; and
- the water at the stop tap.

If you are leaving the property during the winter months, turn the water off at the stop taps and then turn the kitchen and bathroom hot and cold taps on. Remember to leave the plug out of the sink or bath.

This will drain all the water out of the tank, which will help prevent any damage if the pipes freeze.

Do you inspect my home before or after I hand the keys in?

We may inspect your home before you move out. When you give us notice that you want to end your tenancy, we will arrange an appointment for an Impact Officer to call at your home. We will inspect your property to:

- make sure that you have all the information you need;
- check your home for any damage; and
- tell you what work you may have to do before you leave your home.

We will fully inspect your property within five working days of you giving us notice. If we find any damage or if the property and gardens are untidy, we will charge you for putting things right.

If you owe a debt for repairs:

- we can prosecute you if you do not pay; and
- we and other social landlords may reject any future rehousing applications from you.

Will you find a new tenant for my property before I move out?

After you have told us that you want to end your tenancy, we will start looking for a new tenant who can move into your property as soon as possible after your tenancy has ended. This may mean that we offer your property to someone on our housing register while you are still the tenant. Obviously, if your circumstances change and we allow you to withdraw your notice, we will withdraw this offer.

We will need to arrange with you to allow these people to come and look at your home.

Where do I go for more advice?

If you need any more advice or information, please phone your local Barnsley Connects office. For details of how to contact your local Barnsley Connects office, please see our leaflet 'Useful contacts'. For a copy of this leaflet, please ring us on 01226 775555 or visit our website at www.berneslaihomes.co.uk.

Notice to end your tenancy

Please fill in the form below and return it to your local Barnsley Connects office.

I (your name)

give you notice that I want to end my tenancy at
(address of the property you are leaving)

The tenancy will end at midnight on Sunday
(Please note that you have to give four full weeks' notice.) I understand that I must deliver the keys to the property to the local Barnsley Connects office before 12 noon on Monday (the day after your tenancy ends).

My new address will be

I am ending the tenancy because I am (please tick):

transferring to another authority Council property

transferring to another Barnsley Council property

doing a mutual exchange

moving to an owner-occupier property

moving to a private rented property

moving to a housing association property

moving into residential care

moving in with family or a partner

The tenant has passed away

The next of kin is:

Name:

Address:

Phone number:



I have read and understood the leaflet 'Ending your tenancy' and understand what will happen when I end my tenancy (please tick).

Before your tenancy ends, we will need to inspect your home and arrange to show people round. Please tell us how to contact you to arrange this.

Is there a good time for us to call you?

Your signature or signatures

Name

Signature

Date of birth

Name

Signature

Date of birth

Date I give notice:

For office use only

Date the notice is given:

Actual end date:

Date the keys are received:

Rent account balance: £

Number of keys received:

Has Housing Benefit been told?

Yes No





BERNESLAI HOMES

A fresh approach to people, homes and communities



If you need help understanding this information, please ask one of our staff, or phone Customer Services on 01226 772720.

আপনার যদি এই তথ্য বুঝার জন্য সাহায্যের প্রয়োজন হয়, তবে অনুগ্রহ করে আমাদের কোন একজন স্টাফকে জিজ্ঞাসা করুন, অথবা প্রাক্ক পরিসেবায় যোগাযোগ করুন.
টেলিফোন 01226 772720

अगर आप इस जानकारी को समझने में सहायता चाहते हैं तो कृपया हमारे किसी कर्मचारी से पूछें, या उपभोक्ता सेवा, टेलीफोन 01226 772720 पर संपर्क करें

Jeśli nie rozumieją Państwo tych informacji i potrzebują pomocy, mogą Państwo poprosić o pomoc któregoś z naszych pracowników lub zadzwonić pod numer telefonu: 01226 772720 (Biuro Obsługi Klienta)

Если вам требуется помощь в понимании этой информации, обратитесь к нашим сотрудникам или позвоните в Отдел обслуживания клиентов по телефону 01226 772720.

اگر برای درک این مطالب نیاز به کمک دارید، از یکی از کارکنان ما کمک بخواهید، یا با بخش خدمات رسانی به مشتریان ما تماس بگیرید، شماره تلفن 01226 772720

اگر آپ کو ان معلومات کو سمجھنے کے لئے مدد کی ضرورت ہے، تو براہ مہربانی ہمارے عملے کے کسی رکن کو پوچھیں، یا کسٹمر سروسز سے رابطہ کریں، ٹیلیفون 01226 772720

إذا كنت بحاجة للاستفسار عن هذه المعلومات، رجاء اطلب المساعدة من احد الموظفين او اتصل بخدمات الزبائن على الرقم 01226772720

如果您需要协助，以便更好地了解该信息，请与我们的员工联系，或致电客户服务：01226 772720。



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