

Ending your tenancy



Giving it up

Do you want to move on?

If you are moving to another Thrive Homes' property, or if you're going into private accommodation or transferring to a different landlord – read on!

Are you acting for a deceased tenant?

This leaflet includes information specifically for the next of kin of a deceased tenant.

What's to be done?

You have to telephone, email or write to Thrive's Housing Options Officer to:

- say you wish to end your tenancy
- give the proposed date of your move and the end of the Tenancy Agreement with Thrive Homes
- give at least four weeks' notice in writing (you can use the form at the end of this leaflet).

The notice will start on the day we receive your confirmation in writing and your tenancy will end on the Monday four full weeks after this date.

More jobs for you to do

- You must make sure that your rent account is paid in full up to the date when your tenancy ends
- Our property must be inspected before you move out
- You'll be visited by an officer who will carry out an inspection. The officer will tell you what work has to be done to pass an inspection and will offer general advice on the condition in which you should leave your property
- If any repair work has not been completed before you move out, you will be charged for the repairs.

Reminder: four weeks' notice in writing is essential as stated in your Tenancy Agreement.

Clearing up

There's more to be done.

- All of the property should be cleared and cleaned – including sheds, outbuildings, loft spaces and gardens. You will be charged if the clearance and cleaning isn't done by you and has to be done by our contractors, and another two weeks' rent charged.
- You must remove all furniture, carpets, your belongings and any rubbish.
- Three Rivers District Council can arrange for large items of furniture to be taken away – but you will have to pay the charge for a special collection.
(Telephone **01923 776611** for information).
- Free collection: you can register with a local group on a website – **freecycle.org**. You list the free items you are offering and someone might come to collect them.
- Local charity shops are pleased to have clothing and other items in good condition.

The new tenant

When you tell Thrive Homes that you want to move out, your property will be offered straightaway to someone on the Housing Register. This involves your property being advertised through the Herts Choice Homes choice based lettings scheme.

In some cases, a Housing Options Officer from Thrive Homes will arrange with you a convenient time for a new tenant to come and view your property. Sometimes we will arrange a multiple viewing when several potential tenants visit the property together.

The Housing Options Officer will be at all viewings.

Don't let anyone into your property to look around if the Housing Options Officer isn't there.

Returning your keys

The next stages are:

- You must return the keys before 9.30 am on the Monday your tenancy ends or you will be charged another week's rent.
- If you return the keys within the four week notice period, rent will still be charged until the tenancy end date. Only if the tenant has passed away will the tenancy end date be the Monday the keys are returned.
- Once you return your keys, the property is under the control of Thrive Homes.
- Next comes an inspection by a Maintenance Officer.
- If any repairs, clearance, cleaning or re-decoration have to be done, the costs will be charged to you. (These costs can be between £10 to over £7,000, so it's sensible to leave your property empty and in a very good condition!).
- Do you owe any rent arrears or debts to Thrive Homes? If so, you'll be asked to pay them.
- Don't forget – you must give four weeks' notice in advance or you will have to pay the rent for another month after you return your keys.
- The Key Schedule (at the back of this leaflet) must be completed and returned.
- All keys including security keys and fobs must be returned.
- You will be given a receipt when you return the keys.

Transferring to another property

If you are moving to another Thrive Homes' property, the rule is:

- You must return the keys of your present property before 9.30 am on the Monday your new tenancy starts.

- If you don't return the keys in time, you'll be charged another full week's rent. This goes on, with a further week's rent being charged, until the keys are returned.

What if the tenant has died?

The rules are:

- Written notice is required from the next of kin (you can use the form at the end of this leaflet).
- Four weeks' notice is not required, but rent will be charged until the keys are returned.
- If you return the keys before 9.30 am on a Monday, the tenancy will end the same day.
- The next of kin is responsible for clearing the property to avoid clearance charges.
- If you want advice on the condition to leave the property, you can contact us to arrange an inspection.
- Housing Benefit and other benefit payments including Supporting People all stop from the date of death. This means that the full rent has to be paid from this date.
- A copy of the Death Certificate must be handed in with the keys.
- Please return any Lifeline equipment with the property keys and terminate the agreement if applicable.
- If the tenant who died was in a Sheltered Housing scheme, the property keys, notice to terminate and the Death Certificate can be given to the Independent Living Officer.

Key return

Keys should be returned to:

Thrive Homes

Westside, London Road,
Hemel Hempstead HP3 9TD

Seeking advice

These are the contact points if you need any advice on ending your tenancy.

Customer Service Centre, Westside, London Road,
Hemel Hempstead HP3 9TD

Freephone 0800 917 6077

Monday to Friday 8.00 am to 5.30 pm.

If you have a query about outstanding rent, contact the Income Recovery Team on freephone 0800 917 6077. If you have a question about Housing Benefit and your entitlement to it, you should contact the Housing Benefit Office at your local authority.

Useful telephone numbers

British Gas	0845 0070 9010
British Telecom	0800 800 123
Citizens Advice Bureau	03444 111 444
Department for Work & Pensions	01923 208200
Hertsmere Borough Council	020 8207 2277
Milton Keynes Council	01908 691691
Three Rivers District Council	01923 776611
Watford Borough Council	01923 226400
Wycombe District Council	01494 461000

Ending your tenancy check list

Tick each box when you have done this job. You will find this a useful check!

1	<input type="checkbox"/>	Write to Housing Options to say that you are ending your tenancy. Give the date when you intend to move out. (Four weeks' notice is required).
2	<input type="checkbox"/>	Write to or telephone the Housing Benefit section to tell them you are moving.
3	<input type="checkbox"/>	Inform the DWP if you receive a retirement pension, income support/JSA or any other benefits.
4	<input type="checkbox"/>	Arrange for the gas meter to be read.
5	<input type="checkbox"/>	Arrange for the electricity meter to be read.
6	<input type="checkbox"/>	Tell your telephone supplier about your move.
7	<input type="checkbox"/>	Arrange for the water meter to be read, if this is appropriate.
8	<input type="checkbox"/>	Arrange the removal of furniture and all of your other possessions.
9	<input type="checkbox"/>	Give instructions to the Post Office about redirecting your post.
10	<input type="checkbox"/>	Tell your home contents insurance company about your move.
11	<input type="checkbox"/>	Arrange for your property to be cleaned and for any rubbish to be taken away.
12	<input type="checkbox"/>	Return your keys with the attached Key Schedule form. Remember to do this by 9.30 am on the Monday that the tenancy ends . Remember: if you don't do this, another full week's rent will be charged until the keys are returned.

Thrive Homes

Termination of Tenancy Form

You must return this form to Housing Options at Thrive Homes, giving four weeks' notice of your move.

Keys must be returned **before 9.30 am on the Monday** your tenancy ends.

Name(s) of the tenants.....
.....

Address of the property
.....

Has your property got any of the following:

- | | | | |
|---------------------|--------------------------|----------------------|--------------------------|
| Stairlift | <input type="checkbox"/> | Separate dining room | <input type="checkbox"/> |
| Level access shower | <input type="checkbox"/> | Central heating | <input type="checkbox"/> |
| Hand rails | <input type="checkbox"/> | Separate garden | <input type="checkbox"/> |
| Ramps | <input type="checkbox"/> | | |

Your new address (or the name and address of the person who is ending the tenancy on behalf of a deceased tenant)

.....
.....

Telephone number for contact purposes:.....

Date of death (if this is applicable):

Date the tenancy will end (Monday):

Date of leaving the property:.....

Reasons for ending the tenancy

Please tick one of these boxes:

1. Transferring to another Thrive Homes' property
2. Nominated to another Housing Association's property in the district
3. Nominated to another local authority or a Housing Association out of the district
4. Moving to a care home or nursing home
5. Buying property in the private sector
6. Renting property in the private sector
7. Death of the tenant
8. Evicted
9. Moving to low cost home ownership scheme
10. Hospital for long term care
11. Other reason – please provide details:

.....
.....

Please also answer these questions:

Are there any repairs, known to the tenant, that have to be done?

If so, what are they?.....

The total number of property keys are:.....
(as in the Key Schedule at the back of this form on page 11).

Electricity supply: do you have billing meter:

or key meter:

Electricity supplier is:

Gas supply: do you have billing meter:

or key meter:

Gas supplier is:

Note: Key meters must be in credit and keys/cards must be handed in.

Declaration: I understand that by terminating my tenancy, this could make me intentionally homeless if I apply as homeless to Three Rivers District Council or another Local Authority if I have no secure accommodation to go to following this termination.

Signed:..... Date:

Signed:..... Date:

If you are NOT the tenant, please give your name and relationship to the tenant:

.....

Return this form to Thrive Homes: Westside, London Road,
Hemel Hempstead HP3 9TD

Key Schedule

Address of property

.....

No. of keys		No. of keys	
1. Front door Yale		2. Front door Chubb	
3. Front security		4. Back door	
5. Window keys (double glazed)		6. Patio door keys	
7. Balcony door keys		8. Indoor shed keys	
9. Outside shed keys		10. Bin area keys	
11. Other		12. Other	
13. Other		TOTAL NUMBER OF KEYS	

I confirm that the above keys will be returned to Thrive Homes on termination of my tenancy. If I fail to do so, I understand that I will either be invoiced for lock changes, or my decoration grant for the new property will be reduced to cover the cost.

Tenant: Date:

Thrive Homes Officer: Date:

On handing in keys:

Thrive Homes Officer: Date:

Receptionist: Date: Time:

Keys do not comply with above schedule

Thrive Homes information is available in **large print**, on our website and spoken word translation. Please contact us free on 0800 917 6077 to discuss how we can help you. We want to ensure our services are fair, and accessible. If you know anyone who may need this type of help and support please tell us.

Thrive Homes
Westside, London Road,
Hemel Hempstead
HP3 9TD

Freephone: 0800 917 6077
enquiries@thrivehomes.org.uk



September 2018