



herefordshire housing

>People >Homes >Communities

A Guide

To Ending Your Tenancy



Creating quality choices for communities

# Introduction

## Ending your tenancy: What you need to know

- We want to make sure that if you decide to end a Herefordshire Housing tenancy you have all the information you need to help make the process as easy as possible.
- Your obligations on ending your tenancy are set out in your tenancy agreement.
- This leaflet gives you information on what you need to do. Please follow the advice provided. It will help you avoid any unnecessary expense by, for example, failing to give us proper notice or by leaving your property in an unacceptable condition.



## Giving us notice that you want to end your tenancy

### 1. Transferring Tenants

- If you ARE moving to another Herefordshire Housing property you do not need to give us notice. However, you must return the keys to the property you are moving out of by the due date. We will write to you and tell you when this is.

### 2. Tenants who are not transferring

- If you are NOT moving to another Herefordshire Housing property, please make sure that you give us at least 4 weeks notice of your intention to move out.
- If you are moving into a residential care home you only need to give us 2 weeks notice.
- As your tenancy is a legally binding contract we can only accept written notice. You can either put this in a letter, or you can contact our Allocations Team and ask for a Tenancy Termination Form.

## What happens when I have given notice?

Once we have received your notice we will write to you to let you know:

- The date on which your tenancy will end and that the keys should be returned to us on, or before this date.
- That we will need to visit your home to ensure that your property is left in a reasonable condition ready for the next tenant.

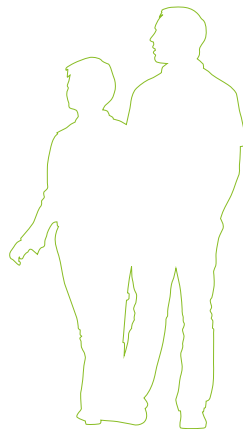
You remain responsible for the payment of rent on the property you are leaving until you return the keys to us or, until the tenancy end date, so it is very important that you make sure that they are returned by the due date.

## What condition do I have to leave my property in when I move out?

Your Tenancy Agreement sets out the condition in which you must keep your home whilst you are a tenant and the condition it must be left in when you move out. Please make sure that you meet these responsibilities by:

- Leaving the property in good repair, good decorative order and in a clean condition.

- Removing all furniture, personal possessions and rubbish – don't forget to clear the loft and garden and any sheds and outbuildings.
- Making sure that the garden is left in a tidy condition and is not overgrown.
- Carrying out any repairs, replacement of fittings or other works the inspector has advised you about.
- If you have left the property or gardens in a poor condition, and we have had to spend money to put this right, we will carry out the necessary work and send you the bill.
- If you have been offered a transfer to another Herefordshire Housing property and have not carried out work we have requested you to do, the offer of this new home will, unfortunately, have to be withdrawn.



## What about disconnecting my gas supply?

- We will disconnect any of your own gas appliances that you want to take with you and then cap off the gas supply for safety reasons.

Please be aware that it is illegal for any person who is not a Gas Safe Registered engineer to carry out any work involving gas appliances and/or pipe work.

## Do I need to read my electricity meter and any gas or water meters?

You are responsible for reading the electricity meter and any gas or water meters before you leave the property. You will also need to make sure that you pay any final bills.

Please ensure that you tell your supplier/s:

- The date you are leaving the property
- Your meter reading/s
- Your new address



## What about my post?

- You can arrange for the Post Office to forward any mail for you. Charges vary according to how long you use this service.
- We cannot tell the tenant who moves into the property your new address, so please make sure that you notify everyone who needs to know.

## What about my Housing Benefit?

- If you are receiving Housing Benefit, to help you pay for rent, it is your responsibility to inform Herefordshire Councils Housing Benefit Team of any change of circumstances including your moving dates.
- PLEASE NOTE: Housing Benefits will not normally pay benefit on two properties, so please make sure you return the keys to the property you are moving from by the due date.





## And finally...

If you have any questions about your tenancy or moving out, we will be happy to discuss them with you.

If you are leaving us, we hope that you feel that you have been given a good service whilst you have been a Herefordshire Housing tenant. Please let us know if you have any comments on how we can improve our service.

**We wish you well in your new home.**

## Useful contacts:

### **Herefordshire Housing, Allocations Team**

Legion Way  
Hereford  
HR1 1LN  
Tel: 0300 777 4321

### **Herefordshire Housing, Property Services**

Gas Safety Team  
Legion Way  
Hereford  
HR1 1LN  
Tel: 0300 777 4321

### **Utilities contact numbers**

Electricity general enquiries:  
08457 353 637  
Electricity suppliers:  
0845 603 0618  
Gas suppliers:  
0870 608 1524  
Welsh Water general enquiries:  
0800 052 0130

### **Herefordshire Council**

Housing Benefits Section  
PO Box 224  
Hereford  
HR1 2XW  
Tel: (01432) 260333

### **Hereford Main Post Office**

St Peters Street  
Hereford  
HR1 2LD

### **Ross-on-Wye Post Office**

6/7 The Maltings, Ross-on-Wye,  
HR9 7YB

### **Head Office:**

Legion Way  
Hereford  
HR1 1LN  
Central telephone: 0300 777 4321  
Central fax: (01432) 384198  
Email: [info@hhl.org.uk](mailto:info@hhl.org.uk)

### City Centre Office:

One-Stop Shop  
84-86 Widemarsh Street  
Hereford  
HR4 9HG.  
Telephone: 0300 777 4321  
Fax: (01432) 346089

### South Wye Office:

Jubilee Court Community Facility  
Kilvert Road  
Newton Farm  
Hereford  
HR2 7FE  
Telephone: 0300 777 4321  
Fax: (01432) 379260

If you require this information leaflet in Braille,  
large print or audio format please call  
**0300 777 4321**

Minicom users please call: **(01432) 378 487**

Versions in other languages 

#### Polish

Ta informacja jest na temat zakończenia Twojej umowy najmu. Jeśli chciałbyś otrzymać tę informację przetłumaczoną, prosimy zadzwonić pod numer telefonu 0300 777 4321

#### Russian

Это информация о завершении контракта на аренду жилья. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321

#### Portuguese

Estas informações referem-se à terminação do seu arrendamento. Se desejar receber estas informações traduzidas, é favor telefonar para o número 0300 777 4321

#### Lithuanian

Tai informacija apie nuomos termino nutraukimą. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

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## Head Office

> Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN

> Telephone 0300 777 4321 > Fax 01432 384198

> Email [info@hhl.org.uk](mailto:info@hhl.org.uk) > Website [www.hhl.org.uk](http://www.hhl.org.uk)

