



Leaving your Herefordshire Housing property

You should look after your home in accordance with your tenancy agreement, leaving it in a suitable condition for us to re-let. If this does not happen, you will be recharged for any work we have to undertake, above our normal void works. Within this guide we have detailed the basic tasks we expect all of our tenants to undertake when leaving their property. We have also demonstrated some of the conditions of the properties we take back, and the recharge costs associated with the work involved in getting them back to a re-lettable state

Transferring to another HHL property: If you are transferring to another Herefordshire Housing property and you have not carried out any work we have requested, the offer of this new home will be withdrawn. In addition, if you are in rent arrears or have previous recharge costs on your account, the offer will also be withdrawn. Please note: All costs must be settled before you could be considered for a transfer.

Informing us you want to leave your property: When you inform us that you intend to leave your home, you may receive a visit from our Inspector, however we do not always visit every void. If we do not visit and you would like advice on what you should do prior to leaving you can contact a member of the allocations or void team on our direct telephone line 0300 777 4321 and they will answer any queries you may have.

Normal void works: You will not be charged when we need to undertake normal day to day void tasks, however, if there is anything other than this we will recharge you for the actual cost of getting the property back up to a suitable letting standard. You will receive an invoice for any extra costs we incur and if necessary we will take legal action to secure the debt if you do not pay.

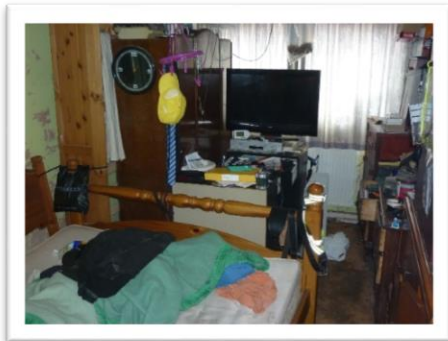
The basics – what we expect:

Removal of original fixtures: If you have removed one of our original fixtures or features e.g. an electric fire or internal doors, you will be expected to replace the original item or purchase a new one of the same model and install it in accordance with both legal and manufacturer's instructions. If you contact us we can tell you which model or type to replace it with.

Cleaning the property - Make sure you clean the property throughout, using water and disinfectants: including all surfaces and windows. Below shows before and after shots of a property that our teams had to clean. Kitchen cleaning cost recharged to outgoing tenant: **£252.00**.



Clearing your property: Please remove all rubbish and possessions from the property, including any loft spaces. This bedroom was not cleared, our teams had to remove and clean the room. Clearing cost recharged to outgoing tenant: **£678.60**.



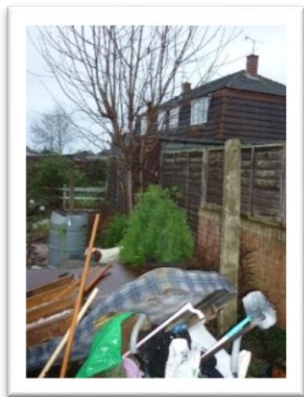
General damage: If you have damaged any fixtures and fittings, e.g. the kitchen units, internal doors, broken glazing, you will be asked to make good the damage by purchasing a like to like replacement and fitting them. Below, a kitchen where all cupboards, and fixtures were broken. Replacement damage cost recharged to outgoing tenant: **£3235.09**.



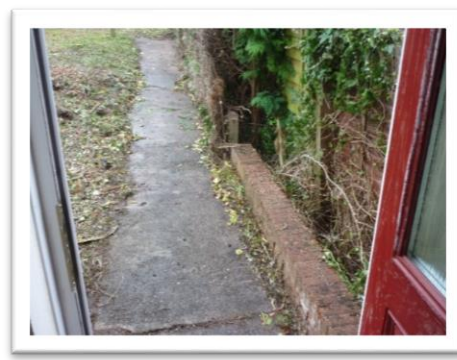
Painting the property: If you have re-decorated your property and it is not of an acceptable standard, e.g. strong paint colours on walls, you may be asked to repaint. Similarly, if you have fixed items to the walls, you may be asked to remove them. Below, a sitting room where the paint has been stripped from the walls. Decoration cost recharged to outgoing tenant: **£944.70**.



Clearing the garden: Ensure that you have cleared any garden spaces, leaving the grass cut, hedges at a manageable height (approx. 6ft/2m high), trees cut back or removed (where applicable). Below, a garden full of rubbish, cost recharged to outgoing tenant: **£2,980.38**



Clear overgrown garden cost recharged to outgoing tenant: **£1556.15**.



Clearing Removing additional buildings: Remove any additional buildings you have built e.g. a shed, lean-to, conservatory. Below, a shed to be removed, cost recharged to outgoing tenant: **£175.00**.



Paving: Remove all paving you may have laid in your garden. Below, broken paving left in an unsafe condition, cost recharged to outgoing tenant: **£1663.82**.



For more information: We ask that all of our tenants treat our properties with respect and hand them back to us in a lettable standard. Some tenants really do look after our properties, others however do not. We are here to help you understand the work that will need to be carried out before you vacate your property, if you do not undertake this work you will be recharged.

If you have any questions please do not hesitate to contact the Voids Team on:

0300 777 4321

