

ENDING A TENANCY AND MOVING HOUSE



**Tenants'
Handbook**



North Kesteven
DISTRICT COUNCIL

INTRODUCTION

Moving home can be a stressful experience and it is hard to remember everything you need to do when moving out of your home.

You must give four weeks' notice in writing. We will send you a "termination notice" to sign. This is the document, which ends your tenancy. The only time you do not have to give four weeks' notice is when you are transferring to another NKDC tenancy.

You may receive a property inspection during your notice period, however it is your responsibility to leave your home in a good condition. See section 'What should I do before handing in the keys' on page 5.



BEFORE HANDING IN YOUR KEYS YOU MUST MAKE SURE:

Inside the property

- The property is completely clear of all furniture, carpets and rubbish
- All walls and ceilings have been brushed down to remove cobwebs and dust. If walls/ceilings are dirty or stained they may need decorating. This may not be obvious until furniture and pictures are moved
- All internal paintwork has been washed down with a suitable cleaning fluid
This includes:
 - Doors and door frames
 - Skirting boards
- All windows and window frames have been cleaned
- Any light fixtures you have fitted yourself are removed and replaced with a normal pendant fitting
- All kitchen cupboards and drawers must be emptied, swept out and washed with a damp cloth and cleaner. All sinks, taps, draining boards and tiles must also be cleaned
- All kitchen floors must be properly cleaned, especially around the cooker area
- In your bathroom, the bath, basin, tiled walls and window sills must be cleaned. Toilets must also be thoroughly cleaned and disinfected with a toilet cleaner before you leave
- Ensure the decoration throughout is clean and tidy. If you leave your home with an extreme decorating scheme, for example very dark colours, you may be charged for re-decoration
- Any damage, which is not wear and tear, is repaired to the original standard
- Any alterations to the property are removed/reverted, unless you have permission which states they can remain.

In some circumstances we may agree to you leaving items such as carpet, curtain rails, etc. If you would like to know if you can leave an item, please contact the Repairs team to arrange an inspection.

If we have to clean, clear or carry out repairs to the property, you will be charged. This will include the cost of the contractors, plus an extra 10% for administration costs.

Outside the property

- All gardens should be left in a tidy and manageable condition. All items belonging to you are removed. This includes, but is not limited to, planters, structures, building materials, caravans and vehicles.
- Any alterations you have made, including ponds, patios, etc, must not be left, unless you have permission from the Council
- Any lawn is cut to a reasonable level
- Any hedges should be cut and shrub beds left clear and weed free.

If we need to carry out any works to the outside of the property, you will be charged. This will include the cost of the contractors for clearing and tidying the garden, plus an extra 10% for administration costs. You should be aware that our contractors have to pay to dispose of rubbish and garden waste.

Other areas

All outhouses, council-owned sheds, and lofts must be cleared of all domestic and garden rubbish.

Loft spaces must be cleared even if you believe the items were there when you moved into the property.

Environmental Services can collect and dispose of large items for a charge. Contact the Council on **01529 414155** or **www.n-kesteven.gov.uk** for more information. This service does not include the collection of garden or building waste. You can also dispose of unwanted items at various waste disposal sites.

Pets

Make arrangements for your pets when you move. If you are not allowed to keep pets in your new home, telephone the RSPCA or a local animal charity for advice.

Advice for relatives and next of kin

If you are responsible for clearing a property when a relative or friend dies, please let North Kesteven District Council know as soon as possible to provide notice.

You have until the end of the notice period to return the keys, keys can be handed in earlier but this will not reduce the notice period. Rent must be paid until the keys are handed in and the notice period has ended. Housing Benefit payments end on the first Sunday after death. Full rent is due each week after that. North Kesteven District Council will claim any outstanding rent from the estate left by the deceased.

Advice for joint tenants

If you are a joint tenant you should be aware of the following:

- One joint tenant can end the tenancy on behalf of all joint tenants.
We do not need the agreement of all joint tenants
- Each of the joint tenants is responsible for all debts. We will not divide a debt between tenants, but pursue all joint tenants until the full debt is paid.

FREQUENTLY ASKED QUESTIONS

What if I have carried out alterations during my tenancy?

You should have requested permission from the Council prior to making any alterations to the property.

If you have made alterations to the property without permission, you must notify your Neighbourhood Officer immediately. If the Neighbourhood Officer is satisfied that the alterations meet the relevant conditions then you will be given retrospective permission, however you may still have to remove them before you leave. If you do not do this, you will be charged for the cost of removal.

If you have made alterations and are unsure if they need to be removed, please contact your Neighbourhood Officer.

What if there is damage to the property?

If there is evidence of neglect or damage caused by you, your household or visitors, we will charge you for repair works.

Any recharges that are identified at the void inspection will be photographed as evidence of the condition of the property.

What else should I do before handing in the keys?

- Read the electricity meter and tell your supplier you are moving so you don't get overcharged
- Turn gas supply off, read meter and tell supplier you are moving
- Turn off the water at the stop-cock and tell Anglian Water that you are moving
- Tell your telephone and internet supplier that you are moving
- Re-direct your post to your new address by contacting the post-office or see www.royalmail.com

WHAT SHOULD I DO WHEN HANDING IN THE KEYS?



HANDING IN THE KEYS

Returning the keys

You must return all keys by noon on the Monday following the last day of your tenancy. A receipt will be issued when the keys are returned. In the case of a dispute, you will need the receipt.

Up to date rent

Your rent account must be clear. If you are unable to pay any unpaid rent in full, you should discuss this with your Neighbourhood Officer. We will ask you to make a payment arrangement to clear the debt. If you are not moving to another council tenancy, you must give us a forwarding address and telephone number so we can contact you.

If you do not clear your rent account, or make arrangements to pay outstanding rent, NKDC will take action to get back the money you owe. We may, take legal action, use tracing agents and/or debt collection agencies to help us recover the debt.

Recharges

You can be charged for the costs, and administration, of any work carried out by the Council where we consider that work was your responsibility when leaving your property. See section 'What should I do before handing in the keys?'

For example,

- Repairs required where damage is not due to general wear and tear
- Your house and garden have not been cleared of rubbish before you leave the property
- Any fixtures and fitting that you have added which need to be removed and
- Removal of sheds, greenhouses, garden furniture and pots etc.

If in doubt please contact a Repairs Officer for more information. You may not be allowed to move to another council property in the future if you owe us money.

Housing Benefit, Council Tax and Universal Credit

You must inform the Revenues and Benefits Service at the Council and the Department of Work and Pensions of any change of address as soon as possible. This is to make sure you continue to receive all money.

This document is available in large print, braille, audio tape, electronic formats such as CD, or in a different language. For a copy please contact a Duty Neighbourhood Officer.



North Kesteven
DISTRICT COUNCIL

Phone: **01529 414155**

Fax: **01529 413956**

Web: **www.n-kesteven.gov.uk**

Email: **customer_services@n-kesteven.gov.uk**

Facebook: Search for '**NKDC Housing**'

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