



# Moving on

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A guide to ending your tenancy the right way

Please read this leaflet carefully. It explains the steps you need to take to end your tenancy with us.

## Giving notice

All you need to do is complete the ‘end my tenancy’ form. This can be found on our website by searching ‘end my tenancy’, or via the customer portal.

You can also email us or use WhatsApp to let us know you want to end your tenancy and we can send you a link to the form. If you need help completing the form, give us a call and we can help. Our contact details are at the bottom of this leaflet.

You must give **4 full weeks’ notice**, which runs from Sunday to Sunday. So if we receive your form to give notice on a Friday, your 4 weeks will start on the next Sunday, and last for 4 weeks. We will confirm in writing the end date of your tenancy and where your keys should be returned to. Your keys must be returned by 12 noon on the Monday after your tenancy ends. If your keys are not returned by this time we may make arrangements to change the locks, you will be charged for this. Please do not return keys in the post as they could get lost.





## During the notice period

We may need to inspect your home, and we'll contact you to arrange a suitable appointment. It's important that we complete the inspection early as it helps us to plan any required repairs, making sure that we can complete them quickly after you leave so the home stays empty for as short a period as possible.

If you are moving to another one of our homes, either as a mutual exchange or a management move, we may refuse the move if you don't allow us to inspect your current home.

Our [website](#) lists the repairs that you are responsible for, and those that Plus Dane are responsible for. Please inspect your home during this period and carry out any repairs that are your responsibility.

If you have changed any of the fixtures or fittings in your home without our permission, you should put the original fixtures and fittings back before you move out. If there are any outstanding repairs or damage is found after you have moved out, such as holes in walls/doors or broken window fittings that you have not already reported to us, you may be charged to put these things right.

A full table of costs is available on our website.

# Clearing your home

**Your home must be left in a clean and tidy condition. This includes the removing of all rubbish and personal belongings.**

All lofts, sheds, garages and outhouses also need to be cleared before you move.

It's important to note that overflowing bins will not be collected by the council. Most councils will remove bulky items, such as sofas or fridge freezers for a small charge. Please check your council's website for further information.

There are local organisations that can help with removal of bulky items or can recycle your old furniture, details of organisations that other customers have used previously are:

- [Renewal North West](#)
- [Furniture Resource Group](#)
- [Emmaus](#)
- [Reuse Network](#)
- [Changing Lives Together](#)

If you are taking any of your own gas appliances with you, these must be removed by a Gas Safe registered engineer. We can do this for you free of charge. We can also disconnect any electrical appliances that are normally connected to the mains, such as an electric cooker for you.

If flooring is in good condition, it can be left.

We will charge you for the removal of any items left in your home or garden. Further details are available on our website.

**Here are some examples of how your home should be left:**



## Paying your rent

You must continue to pay your rent and any service charges during your notice period, up until the date we receive your keys. If you have arrears on your account, these must be cleared before you leave. If you are struggling to pay, you can call us to discuss your individual circumstances. It's important to speak to us as any rent arrears can affect future housing applications. If you apply for housing through a local authority choice based lettings scheme and you have rent arrears from your previous home, you could be placed in a lower priority band, given reduced preference or excluded from the scheme altogether, especially if the arrears are significant. If there's an outstanding balance on your rent account when you leave, our income collection team will be in touch with you to take payment.

Failure to pay rent that is due or failure to clear your rent account can lead to legal action and additional court costs being incurred. This could result in a County Court Judgment (CCJ) which can seriously affect your credit rating, making it harder to get loans, mortgages, or other financial agreements in the future.

## Housing benefit

If you receive housing benefit, it is important that you inform the Local Authority that your tenancy is due to end. You can only claim Housing Benefit for one home at a time. If you claim Housing Benefit for your new address before your tenancy ends, you will have to pay rent directly to us until your tenancy formally ends.

## Universal Credit

If you are in receipt of universal credit for your housing costs you need to report the change of circumstances on the day your tenancy ends and the new one starts. If you do this before you move, it could lead to an underpayment of housing costs which you would need to make up or an overpayment of rent which you would have to pay back.

## Need a little longer to move out?

If your plans change and you need a little longer to move out, you should discuss this with your tenancy management officer.

# Moving out checklist

**You can use this checklist to ensure you have done everything you need to before moving.**

I've read the 'Moving on' guide and understand my responsibilities. I also understand that I will be charged if my home is not left in an empty, clean and tidy condition, and for any repairs that need to be completed that are not Plus Dane's responsibility.

- ☐ I have checked my rent account is up to date
- ☐ I have provided Plus Dane with a forwarding address and confirmed my email address and phone number
- ☐ I have redirected my post to my new address
- ☐ I have contacted my utility companies to let them know I am moving out
- ☐ I have agreed the date I will be leaving with Plus Dane and know how to return my keys

## Inside my home

- ☐ I have reported any repairs to Plus Dane
- ☐ I have fixed any damage within my home and replaced any missing fixtures or fittings
- ☐ My home is clean and tidy

## Outside areas

- ☐ My loft, garage and/or any outbuildings are clear of any items
- ☐ My garden is free from any rubble or waste
- ☐ My bins are not overflowing
- ☐ I have taken photos to show the garden and outdoor areas are clear

## Final checks on the day

- ☐ I have read my meters (if applicable) and shared the final readings with my utility company
- ☐ Doors and windows are closed and locked
- ☐ I returned all fobs and keys for doors and windows to the agreed place by 12 noon
- ☐ I have removed all of my personal belongings





## Plus Dane Housing