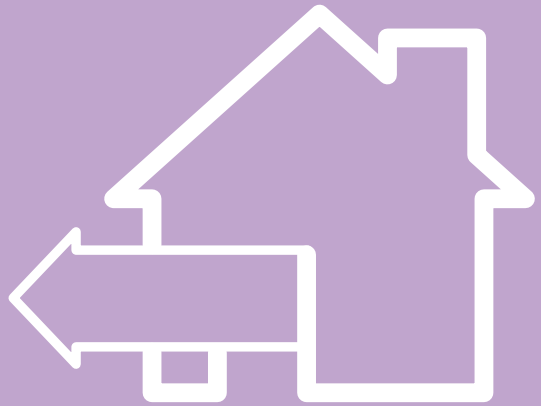


Two Castles
Housing Association



Moving out of your home

at Two Castles
Housing Association



www.twocastles.org.uk

Moving out of your Two Castles' home

Two Castles Housing Association has a number of procedures in place for residents moving out of one of our homes, to help everything run smoothly.



Four weeks' notice is required in writing to your local housing office (we will send you written confirmation that we have received this). You are responsible for rent payments until your tenancy ends and all tenancies must end on a Sunday.

Before you leave your property, the Association will carry out an inspection to advise you of any repairs which you may be responsible for. These would need to be completed before you leave to avoid you being charged for them.

Any keys should be handed in to your local housing office and a forwarding address provided, just in case we need to contact you. Please note that we will continue to charge rent until the keys are handed in and it is your responsibility to ensure that your rent account is clear at the end of your tenancy.

Compensation

If you've carried out certain improvements to the property and we've given you permission to do so, you may be entitled to compensation. Please see our separate leaflet 'Your right to compensation for maintenance and improvements'.

What happens if someone dies?

If one of our tenants dies and you are a relative, an administrator or executor of the Will of the deceased, our staff will deal with you promptly, but sensitively and will use their utmost discretion in ensuring that the tenancy is ended cleanly, whilst meeting your needs at what is invariably a distressing time. This could involve reducing the period of notice.

What do I need to remember when I'm moving out?

Once you've told us that you wish to move out of your Two Castles' home, you should also:

- take gas, electricity and water meter readings so you are not over-charged and provide your forwarding address
- notify your local Council Tax office and your Housing Benefit office if you are currently receiving Housing Benefit and provide your forwarding address
- let your telephone company know so they can disconnect your phone line
- give the Post Office a forwarding address in order for mail to be re-directed to your new property
- if you are in receipt of a care package or plan, inform your provider of your intention to move so that arrangements can be made for the provision of service in your new home
- ensure that your property and garden are clean and tidy
- remove all furniture and belongings from the property. If you do not do this before moving out, we will remove the items and charge you a fee
- complete all minor repairs which you are responsible for. Again, if you do not do this before moving out, we will complete them and charge you a fee
- complete an End of Tenancy questionnaire to provide feedback about your experience
- provide your Housing Officer with your forwarding address.

If you have any queries about ending your tenancy, please do not hesitate to contact your local housing office.

What should I do if Two Castles does not meet these standards?

There are a number of ways in which to proceed, including:

- taking it up with the staff member you have been dealing with
- if you are still unhappy, ask to speak to a manager
- if you are still unhappy, make a formal complaint under our Complaints procedure (see separate leaflet detailing this).



Other Formats, Other Languages:

If you require this information in large print, Braille, audiotape or in other languages, please do not hesitate to ask.

Si vous souhaitez des informations dans une autre langue ou sous un autre format, veuillez nous le demander.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

Se deseja obter informação noutro idioma ou formato, diga-nos.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

Approved by **Two Castles Housing Associations Readers Panel**

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For more information, visit www.twocastles.org.uk