



**Moving out
of your home**



We know that moving home can be a stressful time. This information is to help you to understand what you must do before you move out of your home.

Our care and support service can help with arranging things like removals, packing, cleaning and letting other agencies know about your move. Please note there is a charge for this service.



Moving out of your home

Letting us know

- You need to give at least four weeks notice in writing to end your tenancy before moving out
- The notice period must end on a Monday. Please ask us for a form to give proper notice
- You cannot withdraw your notice after giving it
- You need to make sure that everyone living with you moves out unless we have agreed in writing that they can stay.

Inspecting your home

- You must leave your home in reasonable condition
- We will inspect your home to let you know of any repairs that you must put right before you leave. We will also tell you if you need to re-decorate
- We will carry out a full inspection after you move out to assess if remedial works need to be carried out before a new tenant can move in
- Except for fair wear and tear, we could charge you for work that we have to do to put right anything you are responsible for
- This includes clearing all your belongings, rubbish from the property, including (where there is one) the garden, garage, shed, any outbuildings and loft.

What to do with your keys

- Please leave window lock keys in place
- Label all keys to your home and any outbuildings or sheds
- Return them to us no later than noon on the Monday your tenancy ends
- We will charge you additional rent if you are late returning the keys.

Special arrangements

There are some special arrangements if:

- You are acting on behalf of a tenant who has died
- You are going through a mutual exchange
- You are moving to another Alliance Homes property
- You have to leave your home because of a court order.

If your tenancy is not ended properly

We will trace you to your new address and charge you for:

- Rent that was not paid
- Repairs that were your responsibility
- Removing belongings and rubbish
- Any cleaning required.

Following the death of a tenant

If you are acting on behalf of a tenant who has died:

- Please notify us of the death as soon as possible, and provide us with a copy of the death certificate
- Rent continues to be payable until you return the keys. Please let us know when you expect this to be. Please remove all furniture and belongings before returning the keys
- Please note that Housing Benefit will stop from the Sunday after death. Full rent is payable until we receive the keys back
- Any outstanding arrears or other debts will be charged to the deceased tenant's estate
- For more information about what needs to happen after someone has died, visit www.gov.uk/after-a-death



Mutual exchange

If you are going through a mutual exchange:

- You must not move out until you have written approval from us for the exchange to go ahead
- You must carry out all repairs that are your responsibility before you move. We will inspect your home before giving approval
- The date for moving must be agreed with us beforehand
- Leave your home clean and tidy for the new tenant.

Transfer

If you are moving to another Alliance Homes property:

- Your move is subject to a satisfactory inspection of your present home
- We will tell you when your new home is going to be available. You must move in on this date. We will give you as much notice as we can
- Please return the keys to your old home before noon on the day that your new tenancy begins.

Eviction

If you have to leave your home because of a court order:

- The court will give you notice of the date of the eviction
- You must leave your home on or before this date
- You must leave the property in a reasonable condition for re-letting. Make sure it is empty, secure, clean, and tidy
- You must return all keys to us
- Do not leave any furniture or other belongings in the property. We are not responsible for the safe keeping of any of your possessions. We will dispose of everything and charge you for our costs in doing so
- Except for fair wear and tear, we could charge you for work that we have to do to put right anything you are responsible for.





Points to remember

- Take a note of your meter readings for gas, electricity and water. Pass this information (along with your forwarding address) to the appropriate companies
- Consider having your post re-directed
- Use qualified and registered tradesmen to remove your appliances
- Make sure your rent account is clear.
- Inform the council tax department of North Somerset Council that you are moving
- Arrange for your telephone line to be disconnected.
- Don't remove any fixtures and fittings such as gas fires and kitchen units – they are normally our property. Please check with us if you have any doubt
- Don't leave any furnishings, floor coverings, curtains or blinds unless you have our approval to do so
- Don't forget to let us know your forwarding address and contact telephone numbers

- Make good any damage to property or decor
- Leave the property empty, clean and tidy
- Empty any outhouses / sheds
- Mow lawns and cut back overgrown shrubs / bushes
- Leave the property secure
- Remove all personal items and rubbish

Acceptable and unacceptable conditions

The photographs on the next few pages show examples of the acceptable and unacceptable conditions for leaving your home.

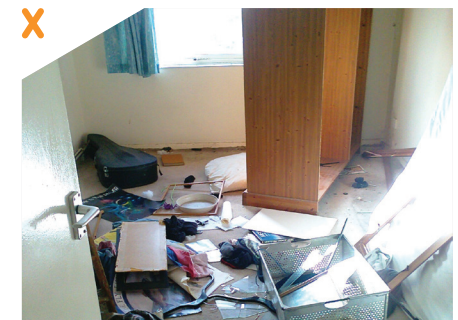
Living room



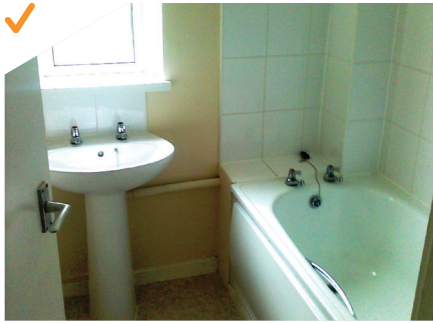
Kitchen



Bedrooms



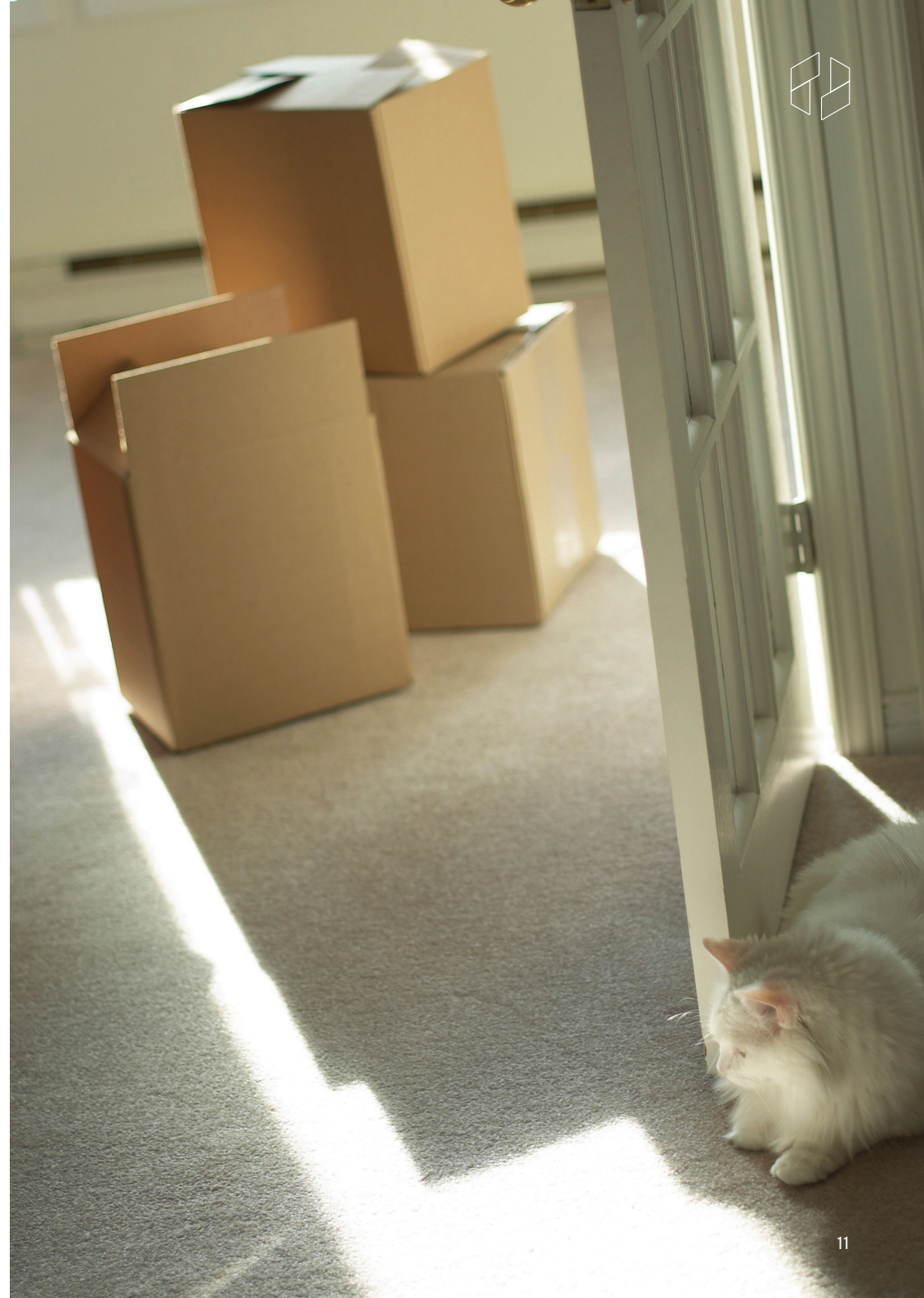
Bathroom



Loft and sheds etc.



Garden





Call us: **03000 120 120**

Email us: **act@alliancehomes.org.uk**

Visit our website: **alliancehomes.org.uk**

Visit us: **40 Martingale Way, Portishead, BS20 7AW**



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