

Your guide to Terminating Your Tenancy and Moving Home

Putting People 1st

This document provides you with information on the process of terminating your tenancy with us, the options available to you and the standard we require the property to be in when you leave.

Moving Home

At Pineview Housing Association we hope that all of our tenants keep their tenancies with us for as long as possible. We will provide support and advice to ensure you have a home that meets your needs.

However, we also understand that your personal circumstances can change. You may wish to move property for a number of reasons such as changes to your housing needs due to medical issues, you may require a smaller or larger home or due to changes in your financial circumstances. Our Housing Services staff are here to support you in your decision to move and can advise you on the various options open to you.

Internal transfers

An internal transfer is when you want to move to another property owned by Pineview Housing Association. This could be to move to a smaller or larger home or a home that better suits your needs e.g. a medically adapted home or a ground floor flat. For more information please see our guide 'Applying for a home and our allocation process'

Mutual exchange

You have the right to apply to exchange or "swap" your home with a tenant of any housing association or local authority. You and the person you wish to exchange with must receive the consent of both landlords. There may be certain circumstances where we will not give permission for an exchange to go ahead.

Some of these examples are:

- ⊗ If you have been served with a Notice of Proceedings which is still valid. For example due to you not paying your rent.
- ⊗ If the property has been designed or adapted for someone with special needs.
- ⊗ Where the property is too big or too small for either party.

If we refuse an exchange you will be notified in writing and you have the right to appeal our decision. If the exchange is approved the incoming tenant must accept the property as it is.

Moving On - Terminating Your Tenancy

We want to make sure your move out of your home goes as smoothly as possible and you do not incur any avoidable expenses. Your responsibilities at the end of your tenancy are set out in your tenancy agreement. It is important for you to note that if you do not follow the advice in this document, you may have to pay any costs we have to put right the problems you are responsible for.

Giving Notice to End your tenancy

If you want to end your tenancy, you should contact us. Your Housing Officer will then:

- ✓ Agree a date on which your tenancy will end. This will be at least 28 days after you confirm **in writing** you are giving up the tenancy.
- ✓ Give you a termination of tenancy form to complete.
- ✓ Advise you of your responsibilities up until your tenancy ends (including how much rent you have to pay).
- ✓ Arrange a date with you for your home to be inspected prior to your keys being returned.
- ✓ Answer any questions you may have.

The Tenancy Termination Form

This form will confirm the date on which your tenancy will end, and must be signed and dated by either the tenant or joint tenants. If you live in the property with your husband or wife (who are not joint tenants), they must also sign the form to confirm that they have agreed to give up the tenancy.

Property Inspection

We will arrange to inspect your home before your termination date to make sure it's suitable to let out to new tenants. The inspection will let us:

- ✓ Agree the condition that you must leave your property in
- ✓ Identify any repairs that we are responsible for and any which you are responsible for
- ✓ Discuss any concerns that you may have
- ✓ Identify and discuss with you any improvements or alterations made to the property. If we had given approval in writing for these you may be entitled to compensation.
- ✓ Discuss any rent outstanding/due to be paid prior to your tenancy ending.

If you are transferring from one of our properties to another, we will have to inspect your home before the transfer will be approved.

Your Rent

Remember you must pay your rent up to the end of your tenancy. If you do not, this may affect any future application you make for housing. If you receive Housing Benefit or Universal Credit, it will stop on the day your tenancy ends.

What Condition Must The Property Be Left In?

You must complete any repairs you are responsible for. These repairs must be up to our standard or we will carry out the repair and recharge you for it. This generally includes repairs that are a result of neglect or misuse. Further information is available in the Association's Rechargeable Repairs policy.

You also have the following responsibilities:

- ✓ You must make sure you leave your house clean, tidy and decorated to a reasonable standard
- ✓ You must remove all of your belongings including furniture, personal belongings and any items you do not want, including rubbish
- ✓ You must make sure you clear out the loft, outbuilding and garden. You must not leave any items or rubbish in the garden or shared areas. We will not accept responsibility for any items left behind, and we will dispose of them and charge you for this
- ✓ You must make sure your garden is tidy and in good order. Grass should not be overgrown. If we need to tidy the garden before we can let the property out again, we may charge you for the cost of this work.
- ✓ You must remove any fixtures and fittings you have installed (unless you had our written permission to install them) and put right any damage caused by you doing this
- ✓ Tell your gas, electricity and phone suppliers that you are leaving:
- ✓ You should tell your gas and electricity suppliers that you are leaving and arrange for them to read your meter and send you their final bills
- ✓ You should make sure your phone is disconnected so you know that your contract has ended and you cannot be charged for any more calls

Notifying your change of address

You should make sure everyone who needs to know has your new address as soon as possible. This includes:

- ✓ Gas and electricity suppliers – remember to provide them with your final meter readings
- ✓ Telephone provider
- ✓ Council tax
- ✓ Housing Benefit or Universal Credit (if applicable)

You can also arrange for the post office to redirect your mail after you leave. Charges for this depend on how long you use the service. We will not be responsible for any post arriving at your home after you have moved out.

Handing in your keys

You must return your keys to us by 12 noon on the day your tenancy ends. If you do not, we will continue to charge you rent. We may also charge you for the cost of us replacing any locks. You must return keys for all doors, including:

- ✓ Main doors
- ✓ Controlled entry doors
- ✓ Bin stores
- ✓ Storage areas

Finally, we would like to thank you for being one of our tenants and wish you all the best in your new home whether it be in another of our properties or elsewhere.

Please let us know what you think

We always welcome feedback from our customers. If you would like any further information about ending your tenancy or any other matter, please simply contact us by:

- ✓ telephoning 0141 944 3891 to speak to a member of our team.
- ✓ texting us on 0741 834 7038 and a member of our team will call you back.
- ✓ emailing us at mail@pineview.org.uk
- ✓ use our Contact Us form on our website www.pineview.org.uk/contact-us/
- ✓ find us on Facebook www.facebook.com/pineviewhousing or
- ✓ writing to us at Pineview Housing Association, 5 Rozelle Avenue, Glasgow G15 7QR.



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