

FACT SHEET



Thank you bonus at the end of your tenancy - 5 simple steps to £100

Thinking of moving home? If so, you could earn £100 in high street vouchers to buy something special for your new home! Just end your tenancy in line with your tenancy conditions by following these simple steps:

- 1** Give us at least four weeks' notice by completing our end of tenancy form and returning it to your local office.
- 2** Allow us to inspect your home before your tenancy ends and allow prospective new tenants to view your home at times convenient to you. We will ring you to make an appointment when someone wishes to view the property.
- 3** Give us vacant possession of your home and hand in two complete sets of house keys and any window lock or letterbox keys on or before the end of your tenancy.
- 4** Leave your home in good, clean condition needing no rechargeable repairs and with no unauthorised alterations or improvements that we have to put right. Please see overleaf for details.
- 5** Provide us with a forwarding address so we know where to send the vouchers.

Thank you bonus does not apply to transferring tenants or those who have been a tenant for less than 12 months, mutual exchanges and evictions. We must be satisfied that steps 1 to 5 have been completed satisfactorily.

Rent payments

Please ensure your rent account is clear at the end of your tenancy. If you qualify for the thank you bonus, we will deduct any money that you owe us from this first.

Leaving your home

This checklist is to help give you a clear idea of the standard that you should leave your home in when you move out. If you are unsure about anything please contact us, either at the local housing office or on freephone 0800 111 4013.

When you move out:

Please leave your home secure and in a good, clean and tidy condition.

Return both your sets of keys including those for your:

- front and back door
- windows
- shed or outhouse
- communal doors
- letterbox.

Clearing your home and garden:

Take all your possessions with you, including furniture, carpets, animals and any rubbish.

Leave your garden tidy and free of rubbish, including scrap, furniture and appliances.

Don't let anyone stay in your home when you move out.

Kitchen

All units (including hinges doors and drawers), worktops, sinks (including taps) and floor:

- clean
- undamaged
- sink not blocked
- plugs and chains still fitted.

Bathroom

- toilet, bath, sink clean, undamaged and not blocked
- taps undamaged and working properly
- plugs and chains still there.

Windows, including locks and stays

- undamaged.

Internal doors, including handles and hinges

- undamaged.

Stairs

- all the spindles intact on the banister or handrail.

Electrics

- light fittings, sockets and switches undamaged.

Fences, garden walls and gates

- sound and secure.

Tenant alterations and improvements

- no unauthorised alterations
- all alterations done to a good standard with written permission from us.

Walls

- no damage in the plasterwork.

Woodwork

- no damage to any woodwork such as skirting boards, cupboards, window and door frames.

Drains and gulleys

- unblocked and appropriate covers in place.

Decoration

- your home is decorated to a reasonable standard.

£100 Bonus

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

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