

Please contact us if you want this information in another format or another language, or if you need an interpreter.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

اگر این مدرک را به زبانی دیگر یا در فرمتهی دیگر میخواستید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

نهگهر دهتهوی نهه بهلگهیهت به زمانیکی که یا به فورمیکی که ههبی، یا پیویستت به موتهرجیم ههیه، تکایه پهیوهندیمان پیوه بکه

Jeżeli chciałby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Se gostaria de ter este documento noutro idioma ou formato, ou se necessita de um intérprete, contacte-nos.

ने एव सप्तदशेन त्रुवां विसे वर ब्रामा विच नां विसे वर त्रुप विच चावीदा वै, नां ने त्रुवां गल्लघात समझाउठ लयी विसे रिंटरप्रेटर ची लैर वै, उां त्रुमीं सांनुं संसे।

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براے مہربانی ہم سے رابطہ کیجئے۔

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.

This leaflet is also available in:



large print

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audio



braille



Lāngüagê Liñè

other languages

Customer Services Centre

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services.centre@longhurst-group.org.uk

l&h.org.uk



Moving Home

October 2009

A member of the Longhurst Group

Moving home

This leaflet gives you information about how to end your tenancy and the things you will need to do before your tenancy ends. We have introduced a £100 'thank you bonus scheme' to reward our customers who leave their home in a good condition and follow our end of tenancy procedure.

Giving notice

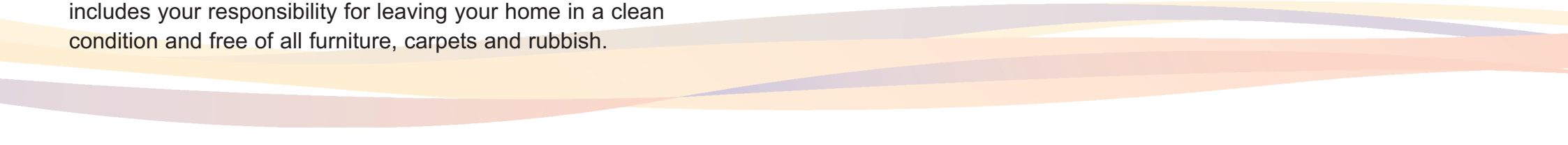
If you want to end your tenancy you will need to give us notice in writing. If you have a weekly tenancy, you must give us **four weeks** notice, starting on a Monday. If you have a monthly tenancy, you must give us one calendar month's notice. You must also provide a forwarding address.

Once we have received your notice, we will send you a letter confirming the end date of your tenancy and a date for the end of tenancy visit. You will still be responsible for keeping to the terms of the tenancy contract during your notice period.

If you do not give us proper notice to end your tenancy, you will still be responsible for paying the rent even after you have left.

End of tenancy visit

We will visit you at your home to explain what you need to do before your tenancy ends. We will survey your home and discuss with you any repairs that are your responsibility, and explain the standard needed to meet the thank you bonus. This includes your responsibility for leaving your home in a clean condition and free of all furniture, carpets and rubbish.



We will also talk to you about your rent account to make sure your account will be clear at the end of your tenancy.

We will ask you for other details, such as the name of your gas and electricity suppliers, and the days when your household rubbish is collected.

Thank you bonus

If you hand back the tenancy in the way that we ask, we will give you £100 in vouchers. A leaflet explaining the scheme is enclosed.

Leaving your home in a clean and tidy condition

Please make sure that before you leave your home you have:

- removed all furniture and possessions from your home, including items in your loft, carpets, laminated flooring, curtains and curtain poles
- cleaned the property throughout
- removed any personal items from the garden and left it in a tidy condition
- removed any non standard light fittings
- removed and made good connections to washing machines and cookers.

Recharges

Before you leave your home we will carry out a survey to see if your home is in an acceptable condition.

If you have damaged your home, or it is not in reasonable decorative order, we will ask you to put this right before you leave.

When you return your keys we will carry out a full survey of your home and recharge you for any repairs that are your responsibility and for removing any items that you leave behind. In some cases we may apply for a court order to recover our costs.

A list of standard rechargeable costs is set out below for your information:

General cleaning and decoration of property

Description	Rate per unit
Clear and clean exceptionally dirty dwelling	£273
Decoration - per room	£305

General clearance of property

Description	Rate per unit
Environmental clean of property	£534
Mini skip for rubbish	£174
Large skip for rubbish	£260

Glazing

Description	Rate per unit
Double glazing unit	£110
Glazing - per window	£94
Single glazing	£72

If you do not return the keys and you have not asked for our agreement to extend the notice period, we will change the locks and we will clear anything you have left behind. You will be charged for the costs of this work.

Our service

We would like to thank you for being a customer of Longhurst & Havelok Homes. We hope we have provided you with a high standard of service.

What else do you need to do?

- Clear any debts on your electricity or gas meters.
- Make sure that you leave the property clean, safe and secure.
- Switch off gas and electric and make sure there are no bare wires or uncapped gas fittings.
- Do not leave anyone else in your property or pass on your keys to anyone else.
- Remember to let the following people know that you are leaving:
 - council tax
 - benefit offices
 - gas, electric and water providers
 - post office for re-directing your mail
 - TV Licensing
 - your bank, building society and credit card companies
 - your employer
 - doctor
 - dentist.

Returning your keys

We will ask you to return **all** the keys for your home including the shed, window and letter box keys to us by **10.00am** on the day your tenancy ends. We will tell you where you should return your keys. This will normally be to your local office.

Missing or damaged doors / door frames

Description	Rate per unit
External door frame	£186
External softwood panel/glazed back door	£565
External softwood panel/glazed front door	£726
Fire door 1/2 hr	£411
Fire door 1hr	£604
Internal door frame	£84
Internal hardboard faced door	£171
Internal plywood door	£186
Securidor high performance front/rear door	£665

Replace or repair sanitary ware

Description	Rate per unit
Renew wash hand basin and pedestal	£262
Renew WC cistern	£155
Renew WC pan	£176
Unblock WC	£56

Security

Description	Rate per unit
5 Lever mortice dead lock	£40
5 Lever mortice lock or repair	£68
Yale lock	£74

Tidy garden at property

Description	Rate per unit
Strim grass (excludes skip hire)	£80

These prices are inclusive of VAT and a 10% administration charge.

Your rent account and other debt

We will let you know if you owe us any money at the end of your tenancy and this should be paid in full before you leave. If you are claiming housing benefit you should check that this is paid until the end of the tenancy. If you have to move out to start a new tenancy before your current tenancy has ended, you may be able to apply for benefit on both homes. You should contact your local housing benefit office for more information on how to claim.

If you owe any money and are eligible for our thank you bonus we will deduct the money owed before sending you any vouchers.

If you still have an outstanding debt please contact us to make an agreement to pay. If you do not keep to this agreement, our Income Team will take further action to recover the money.

If you have outstanding debts with us, this may prevent you from being considered for re-housing in the future, by Longhurst & Havelok Homes and other housing providers.

Alterations to your home

If you have made minor alterations to your home, we may ask you to put it back to its original condition. This will depend on the suitability of the alterations for future tenants, the condition of the works, and the likely cost to us of future maintenance.

If we ask you to do this and the work has not been completed before you leave, we will recharge you for any works that need to be done.

Compensation for improvements

If we granted you permission to make any alterations to your home during your tenancy, you may be eligible for compensation. Please ask us for more details. Compensation is normally only paid for major alterations such as installing a new kitchen or bathroom.

Re-letting your home

As soon as we receive your tenancy notice, we will start to find a new tenant for the property. To help us with this process, we ask you to allow us to show prospective tenants around your home during your notice period. This is a condition of the thank you bonus.