

Ending your tenancy



How do I end my ANCHO tenancy?

We want to make sure that you can move out of your home with as little fuss and expense as possible. Your responsibilities at the end of your tenancy are set out in your tenancy agreement. If you do not follow the advice in this leaflet, you may have to pay any costs we have to pay to put right problems which you are responsible for.

If you have not already done so, you must give us at least 28 days' notice in writing by completing the termination of tenancy form attached.

If you are married or have a civil partner, your husband, wife or civil partner must also consent, in writing, before you can end the tenancy even if he or she is not a joint tenant.

If you have a joint tenancy, the other tenant can give notice at the same time or continue with the tenancy in their name only. You will also need to give the other tenants four weeks' notice in writing.

You must tell every person who lives in your home that you are ending your tenancy including any lodger or subtenant.

If you do not give 28 days' notice, or you hand in your keys early, we may charge you rent for the full notice period.

Your tenancy will end, around 28 days after we receive your form. We will then write to you and tell you the exact date your tenancy ends.

What happens next?

We will arrange to inspect your home to make sure it is suitable to be let out again to other tenants. You should let us into your home before you move out. This inspection will let us:

- agree the condition that you must leave your house in;
- identify any repairs that we are responsible for and any which you are responsible for. If we find any repairs that you are responsible for, or have to remove any of your belongings from the property, we will charge you for this work. We will write and tell you about anything you will be charged for. Examples of things that we may charge you for include:
 - emptying a property – this includes removing carpet, vinyl underlay and laminate flooring and so on; and

- emptying a garden – clearing the garden of any rubbish.
- discuss any debt you may have as leaving debt may affect any application you make for housing in the future.
- discuss any concerns that you may have; and
- identify if you made improvements or alterations that we approved (in this case you might be entitled to compensation. Please ask if you are entitled to compensation for improvements. If you are, you must apply within 21 days of ending your tenancy.)

If you are transferring from one of our properties to another, we may want to inspect your home before you are offered the transfer. You must let us inspect your home. If you do not, we may withdraw the offer.

We will try to pre-allocate your home (this means that someone will be selected for your home whilst your notice is still running).

The Tenancy Officer may wish to take a prospective tenant to view the property and access would be appreciated. As well as helping us it can be beneficial to you as it would give you a chance to sell any carpets, curtains etc. that you may not wish to take to your new home.

If you hand in your keys and we are able to allocate your property before your notice period ends, we will start the new tenancy and reduce your notice period accordingly.

What about my rent?

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, it will stop on the day that you move out, or your tenancy ends (whichever is first). You may qualify for benefit on two homes – we will advise you if this is the case.

What do I do with anything I don't want?

If you have carpets or blinds that you don't want to take with you and we think that the next tenant might want them, we may agree to you leaving them.

Otherwise, you must remove all your furniture, personal possessions and any rubbish before you leave. We will charge you for the removal of any items, which we have not agreed, can be left.

You can take unwanted items to a Local Recycling Centre or arrange a special uplift.

If you have unwanted furniture that is in good condition, you may wish to donate it so that others can benefit from it. There are many charities that you can contact, but we suggest contacting:

- **Cunninghame Furniture Recycling Company**
www.cfrcltd.co.uk 0800 271 8083; or
- **British Heart Foundation**
www.bhf.org.uk 0808 250 0030

What if the tenancy ends as a result of a death?

When a tenant dies and no-one is entitled to take over the tenancy, the tenancy will end. We will give relatives up to four weeks after the death, to empty the home. You must give us all the keys to the home by the end of this period, unless you and we have agreed for you to return the keys at a later date. We will charge rent for the period when the house is being emptied.

What condition must the property be in?

Your tenancy agreement explains the condition you must keep your home in. Your responsibilities include the following.

- You must do any repairs you are responsible for. These repairs must be up to our standard, or we will do the repair and charge you for it. Examples of repairs you are responsible for include:
 - replacing broken or cracked glass in windows;
 - repairing holes in plasterwork;
 - unblocking toilets and drains blocked as a result of misuse; and
 - carrying out any other repairs needed as a result of neglect or misuse.

You also have the following responsibilities.

- You must make sure you leave your house clean and tidy, and decorated to a reasonable standard.

- You must remove all of your belongings including furniture, carpets, laminate flooring and underlay, personal belongings, and any items you do not want, including rubbish. You must make sure you clear any loft, outbuilding or 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 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 leave them) and put right any damage caused by you doing this.

What happens if my home does not meet your standard for being let out?

We will give you the chance to carry out the work needed for your home to meet our standard. If you do not, or if the work you do does not meet our standard, we will carry out the necessary work and charge you for the cost involved. Under your tenancy agreement you will be responsible for paying this. Any debt you leave may affect any application you make for housing in the future.

Who else should I tell I'm moving?

Telling 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 that you know your contract has ended and you cannot be charged for any more calls.

Forwarding your post

You should make sure everyone who needs to know has your new address. You can arrange for the post office to redirect your mail for you after you leave. Charges for this depend on how long you use this service. We will not be responsible for any post arriving at your home after you move out.

When should I hand in my keys?

You must return your keys to us by 5pm on the last working day before 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.

What is the ANCHO Leaving Gift?

ANCHO offer a £100.00 payment once the keys have been received if you:

- give 28 days notice in writing(in line with the tenancy agreement);
- allow access for an end of tenancy inspection;
- do anything that has been asked of you at the inspection;
- allow prospective new tenants, if required, access to view the property at a convenient time. A Tenancy Officer will ring to arrange a suitable appointment;
- ensure that there are no rent arrears or other outstanding debts owed to ANCHO;
- make sure that all possessions are removed from the property;
- leave the property, including the garden if there is one, clean and tidy;
- provide a forwarding address where ANCHO can send the cash-back cheque;
- leave the property in good decorative order;
- return two full sets of house keys.

Your Tenancy Officer will check whether you qualify for the leaving gift and if you do, a payment will be made within 28 days of receiving your keys. Your Tenancy Officer will ask you how you would like the leaving gift to be paid.

Notice to landlord of intention to terminate tenancy

Tenants name(s)	
Address <i>Please include your postcode</i>	
Your home tel no	
Your mobile tel no	
Your email address	
Reason for terminating tenancy	
Forwarding address	

Declaration

I/We the above named tenant(s) (with the consent of, my spouse/civil partner _____, for the purposes of the Matrimonial Homes (Family Protection) (Scotland) Act 1981 hereby give four weeks notice of my intention to vacate the above property in terms of section 46 (1) (f) of the Housing (Scotland) Act 1987.

I/We understand that I/We will be responsible for the condition of the property and payment of rent until the notice expires or they keys are returned to ANCHO (whichever is later).

Signature of tenant	
Date	
Signature of proposed joint tenant	
Date	

Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



Telephone: 01294 313121



Email: mail@ancho.co.uk



Web: www.ancho.co.uk

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