

End of Tenancy Standard

Leaving your home

We understand that our customers end their tenancies for lots of reasons. Maybe you've bought a home, decided to rent privately or have found a home with another housing provider that better suits your needs. We also empathise with those of you who have lost a friend or a family member and are dealing with their affairs.

When homes are handed back to us, we know that they will have been lived in and we expect to find fair wear and tear. We also realise that sometimes accidents happen and that you may have changed elements of the property to better suit the way you want to live.

As a responsible landlord we want to ensure that if there are any recharges for damages, we give you every opportunity to put it right within your notice period to avoid these recharges.

Pre-termination inspection

We work to a leaving standard to ensure that what we do is fair, transparent and easy to understand. During the notice period, one of our Onboarding Co-ordinators will visit you in your home to talk about potential areas where a recharge may apply and agree a time frame in which you may be able to put it right. The inspection will cover all visible aspects in the property and the points listed below which we will be happy to explain these in more detail.

How we expect the property to be handed back

Please remember that it is the tenant's responsibility to put everything back to its original condition or as stated within the permissions request.

The following should be removed:

- all items from the property including the loft, garden, outbuildings (sheds/greenhouses) and garage
- all electrical items such as TVs, fridges/freezers, cookers etc
- all fittings such as mirrors, shelving, pictures, curtain poles
- all hooks, screws and picture pins removed from walls and any holes filled to a good standard
- sheds, greenhouses and lean-tos – unless permission has been granted to leave.

Please also note:

- all keys, including window keys, must be returned
- Handrails on stairs in good working order

- Window restrictors on upstairs windows?
- Kitchen in good working order, hinges work? Cupboards and drawers ok?
- all doors should be in place and undamaged
- you may be asked to remove carpets and underlay, depending on their condition
- any lights that are your own should be returned to single pendant lights
- any damage caused by flooding from your own appliances (washing machines or freezers) needs to be repaired
- broken windows should be fixed
- any cracks to the sink/bath will be recharged.
- you should leave the property in a clean condition ready for the next customer.

How much will it cost?

If you can't carry out the work yourself, you may decide to accept our recharge or alternatively, have the work carried out by a suitably qualified trades person of your choice. We have included some typical costs so that you are aware of our charges should you not carry out the work that is needed – please see the attached cost list.

Permissions

If you have carried out work which has significantly altered the property in any way, then you should have obtained our permission prior to the work being carried out. Please discuss this with the co-ordinator during your pre-termination inspection.

Appealing the recharge

We want all our customers to have an opportunity to avoid any expensive costs, however if at the final property inspection recharges are raised which you do not agree with, you may wish to challenge our decision. Please make your appeal in writing to the Planned & Void Works Manager, who will consider your case and respond.

End of tenancy costs

These are the amounts you'll need to pay if we have to dispose of anything left behind in your property or make good any unreasonable damage. We make an extra one-off charge of £12 to cover our administration costs.

If you have any queries about paying these costs at the end of your tenancy, please contact the Planned and Void works Manager on 0300 123 5544.

These costs are based on the National Housing Federation's Schedule of Rates and are inclusive of VAT. Please note this is not a quote; these costs are approximations only and can vary, depending on quantity and severity.

Removing and disposing of unwanted items

- Clear out, remove all rubbish, furniture, carpets and all non-approved fittings and make ready for new customer (provision of skip, or equivalent will be charged separately) (item) **£70**
- Provide labour, skip, or equivalent for removal of environmentally unsound material, fly tipping, scrap metal, outgoing customer's debris, sheds etc. from garden areas to approved tip, or recycling centre. (item) **£410**
- Provide full size skip, or equivalent for removal of excessive domestic rubbish etc. to approved tip, or recycling centre, including cost of landfill tax (no) **£220**
- Provide mini skip, or equivalent for removal of excessive domestic rubbish etc. to approved tip, or recycling centre, including cost of landfill tax (No) Cost will be dependent on how many items and size of skip and truck. **£87-£400**
- Clear out, remove all rubbish, debris, previous customer's stored items and all non-approved fittings from roof space complete (provision of skip, or equivalent will be charged separately) (item) **£85**
- Clear out and remove contents of garage and dispose to an approved tip (item) **£65**
- Clear out and remove contents of shed and dispose to an approved tip (item) **£45**

Extra cleaning

- Clear out exceptionally dirty property, remove all rubbish, furniture, carpets and non-approved fittings. Initial wash and scrub with disinfectant floors, woodwork, walls, ceilings and all other surfaces, including drying out with de-humidifier if required (provision of skip, or equivalent will be charged separately) (item) **£245**
- Clear out socially and environmentally dirty property, remove all rubbish, furniture, carpets and non-approved fittings. Carefully clean out and dispose of anti-social, medical, or human debris. Initial wash and scrub with disinfectant floors, woodwork, walls, ceilings and all other surfaces, including drying out with de-humidifier if required (provision of skip, or equivalent, will be charged separately) (item) **£535**

Inside repairs

- Renew internal ply flush door complete (item) **£155**
- Renew kitchen base, or wall unit door, including pair of spring-loaded concealed hinges (no) **£85**
- Renew 40mm thick post formed worktop seal to splashback with silicone sealer (m) **£40**
- Isolate / reconnect supply, renew TRS cord pendant flex, moulded plastic lamp holder with HO skirt and ceiling rose with holding joint ring, undertake electrical tests, make good (no) **£20**
- Renew defective or apply new skim coat of plaster in a single patch, including hack off existing and renew, all preparation and joints to existing surfaces and remove waste and debris (item) **£20**

Outside work and repairs

- Renew paving using standard concrete slabs. This includes any excavation that is required (m2) **£70**
- Lift and re-bed pre-cast concrete paving on a bed of cement mortar (m2) **£30**
- Cut grass not exceeding, including litter pick and removal of minor objects, bag up cut grass and remove (m2) **£3**