

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 the points listed below and 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.

Please also note:

- all keys, including window keys, must be returned
- all doors should be in place and undamaged
- you may be asked to remove carpets and underlay
- 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 damage to fixtures and fittings (such as a cracked sink/bath) should be mended
- 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. 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 a recharge is raised which you do not agree with, you may wish to challenge our decision. Please make your appeal in writing to the Area Property Manager, who will consider your case and respond.