

What should I do if I am not happy with your decision?

If you are not satisfied with the way we deal with your notice or any decision we make about who should have a tenancy after we receive a notice from a joint tenant, you can make a complaint using our formal complaints procedure.

Our complaints procedure is explained in our leaflet 'What to do if you wish to make a complaint', which you can get from the reception at Dolphin House or from our website. We can also send you a copy in the post.

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Twynham Housing Association Limited is part of the Sovereign Housing Group

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How do I end my tenancy?

twynham

If you have any questions after reading this leaflet, please contact our Allocations and Lettings Officer who will be happy to help you. The contact details are on the back of this leaflet.



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You may want to give up your tenancy for many different reasons. This leaflet explains what you need to do to end your tenancy. It also helps you through the steps we will take once we receive notice that you want to end your tenancy.

What do I have to do if I want to end my tenancy?

You must give us 28 days' notice if you want to give up your tenancy. That notice must:

- be in writing;
- show the date you are giving the notice;
- be addressed to us (see the back page);
- give the address of your home;
- state that you are giving notice to end your tenancy;
- give the date when the tenancy will end (at least 28 days from the date you send the notice to us); and
- be signed by you as the tenant, or at least one joint tenant.

Is there a standard notice that I can use?

If you would like to use our standard notice form, please contact our Allocations and Lettings Officer who will be happy to help you fill in the form.

You do not need to use this standard form to end your tenancy and can still write your own letter as long as it contains all the information listed above.

What happens next?

Within three working days of receiving your notice we will write to you to confirm that we have received it. In our letter we will also tell you:

- when your tenancy will end;
- how much rent you will need to pay to make sure your rent account is clear at the end of your tenancy; and
- when you will need to return the keys to us.

We will also send you a leaflet called 'Planning your move'. This leaflet will give you helpful tips and advice to help your move go smoothly.

Will you inspect my home before I move out?

Yes. Within five working days of receiving your notice, our Property Services section will contact you to arrange an appointment for our Maintenance Surveyor to visit your home.

At this visit we will inspect your home and tell you if you need to carry out any repairs before your tenancy ends.

One of our Resident Services Officers will then visit you again during the last week of your tenancy.

During this final visit we will check that you have carried out any repairs we have asked you to do. It is also a great opportunity for you to ask us any last minute questions you may have about your move (for example, you might want to confirm how and when you need to return the keys to us).

What do I need to do before leaving?

When we receive your notice and visit your home, we will tell you what you need to do before you leave. However, as a general guide you must always make sure that you:

- remove all furniture (including carpets) and personal belongings from the property;
- clear out and remove all rubbish from the property; and
- clean the property thoroughly.

If you do not leave the property in a clear, clean and tidy condition we will charge you for any costs we have to pay to make it ready for a new tenant. We will also charge you for any costs we have to pay because of damage you have caused.

When should I return the keys?

We will always tell you the date and time you need to return your keys to us but generally, we ask you to return your keys to Dolphin House by 12 noon on the Monday that the tenancy ends.

If you do not return your keys by the date and time we ask, we will continue to charge you rent until you do return the keys to us.

If you do not return your keys and we have to change the locks to the property, we will charge you for the cost of doing this.

Who else should I tell that I am moving?

As well as giving us notice, you should also tell any organisation you deal with. In particular you should tell the following people that you are moving.

- The Council Tax section of your local council.
- The Council Tax Benefit and Housing Benefit section of your local council (if you receive Housing Benefit or Council Tax Benefit).
- The Department for Work and Pensions (if you receive Income Support, the State Pension or any other state benefits).
- Your gas supplier (ask for a final bill).
- Your electricity supplier (ask for a final bill).
- Your water supplier (ask for a final bill).
- Your phone company.

- Your cable or satellite television company.
- The post office, to get your post redirected to your new address. (You can get the forms from the post office.)
- Insurance companies who provide your car and home insurance.
- Your banks and any credit-card or store-card companies that you use.
- HM Revenue and Customs (so they can deal with your income tax and Working Tax Credit).

There may be others you need to tell.

What happens if I am a joint tenant and I do not agree with the tenancy ending?

A joint tenant may want to end a tenancy without telling the other joint tenants.

If you have a joint tenancy, anybody named on the tenancy agreement can end the tenancy by giving us notice, **even if** another joint tenant does not know about, or does not agree with, the notice given.

We have to accept a valid notice and do not have to grant a new tenancy to any joint tenant left in the home at the end of the tenancy.

What will you do in these circumstances?

Generally, we do not encourage any resident to use a tenancy to deal with a dispute they have with any of their joint tenants. Instead joint tenants should contact us to speak about other ways of deciding who should have the tenancy and stay in the property.

However, if we receive a valid notice to end the tenancy, and at the end of the tenancy at least one joint tenant wants to stay in the home, we will first write to confirm that we have received the notice. We will then carry out a full investigation before deciding if we will start legal action to remove the tenant or grant a new tenancy to them. When making our decision we will take account of:

- why the notice was given;
- the size and type of property;
- the number of people left in the home;
- whether the rent payments are up to date;
- the condition of the property;
- whether the tenant left in the home has ever broken any part of the tenancy agreement; and
- whether we could offer a tenancy of a different type or size of home, taking account of our own Allocations and Lettings Policy.