

# Ending Your Tenancy



This leaflet gives you information about what to do when you wish to leave your home



## Ending Your Tenancy

### If you decide to move out of your home we need you to:

- Give at least four week notice in writing that you are ending your tenancy. The date you say your tenancy ends should be a Sunday.
- Fill in the 'Notice of Termination' form with all the information; including your new phone number, new address and your reason for leaving.
- Pay your rent until your tenancy ends including any arrears and other money owed to us.
- Return all keys to our office on the Sunday when your tenancy ends. If you do not return your keys in time we will charge you an additional week's rent and the cost of changing the lock. Please return all keys in an envelope through our letterbox, with the address clearly written on it.
- Leave the property in a clean and tidy condition removing all your furniture, domestic appliances, carpets and rubbish. If we have to remove your belongings or rubbish we will charge you the cost of doing so. Please see your termination letter for more information.
- Arrange to have any large items of furniture/carpets to be removed by the council. Please contact Environmental Health department well before your moving date so they have time to arrange for the collection.

Notice of Termination Form

Please use this form to give your four weeks' notice on your property. Return the form either in person or by post to our Head Office address below, or by email using the email address at the bottom of this form.

I/We \_\_\_\_\_  
the tenant(s) of \_\_\_\_\_  
Hereby give four weeks' notice of intention to terminate my/our tenancy of the above property on \_\_\_\_\_ (must be a Sunday)  
My/Our forwarding address is \_\_\_\_\_

Postcode \_\_\_\_\_ Telephone number(s) \_\_\_\_\_  
Email address \_\_\_\_\_  
My/Our reason for leaving is \_\_\_\_\_

Rent will be due up to the termination of tenancy date and payable before you leave the property. If you are claiming Housing Benefit you should check with them to see how much they will pay (usually up to the date you move out). Please contact a member of our rents team to find out the various ways to pay on 01271 312500.

I/We understand the dwelling must be left vacant and in a clean and tidy condition. If any personal items or general household or garden rubbish are left at the property after my/our tenancy has ended then North Devon Homes will be entitled to recharge me/us the cost for removing these items.

Similarly, if the property has been damaged beyond reasonable wear and tear or repair items which are my/our responsibility have not been carried out, North Devon Homes will be able to recharge me/us for the cost of any necessary remedial works.

If you expect the keys to be returned earlier than the date the tenancy will end please give the date \_\_\_\_\_  
Please note, if you return the keys earlier it will not affect the notice period and the full four weeks' notice will still be charged.

Signed \_\_\_\_\_  
Date \_\_\_\_\_  
Witness \_\_\_\_\_ (Not a family member)  
Address \_\_\_\_\_  
Occupation \_\_\_\_\_

North Devon Homes, Westcott Road, Whiddon Valley, Barnstaple, EX32 8TA  
Phone: 01271 312500 Email: enquiries@ndh-ltd.co.uk  
Version 10

Please note we may ask you to allow future tenants to view your home in the four weeks before you leave.

If you move out without informing us we will charge you four weeks rent from the time we become aware that you have moved.

### Leaving your home in a good condition

Please make sure you leave your home in a good condition so we can re-let it without having to repair or change things you have damaged or altered. We will charge you for the cost of work if we have to put things right. Please see your termination letter for more information.

### Property Inspection

After you have given us notice that you want to end your tenancy the Property Advisor will make an appointment to inspect your property within the first two weeks of notice. During this inspection the Property Advisor will advise you of any repairs that you are required to carry out before you leave.

If you do not carry out these repairs or they are not carried out to the required standard you will be recharged for the cost that we incur in putting things right.

You can download our forms from our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)  
or ask our Customer Care Team for a printed copy by:  
Telephone 01271 312500, Email [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk) or in person.

## What happens if the customer cannot sign a termination notice?

Sometimes a customer is unable to submit the appropriate termination notice due to health reasons. A relative can sign the termination notice on the customer's behalf if they have Power of Attorney. This is also the case if written confirmation is given by a Doctor, the Care Home or a Social Worker that the customer is unable to return home.

## What happens if the customer has passed away?

In the sad event of someone passing away there is a simple form called 'Notice of Termination - Next of Kin' that will need to be completed by the Next of Kin or the Executor. Please note NDH still requires four weeks' notice and a copy of the death certificate.

If the customer was in receipt of Housing Benefit, this will cease on the Monday following their death. This means that full rent will be charged to the estate of the deceased until the Sunday that the tenancy ends. If there is no money in the estate the family are not liable for the rent.

Notice of Termination Form - Next of Kin

Please use this form to give four weeks' notice on a property in the event of a death. Return the form either in person or by post to our Head Office address below, or by email using the email address at the bottom of this form.

Name (Next of Kin) \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_ Telephone number(s) \_\_\_\_\_  
Hereby give four weeks' notice of intention to terminate the tenancy of:  
Address \_\_\_\_\_  
Occupied by \_\_\_\_\_ who died on \_\_\_\_\_  
Executor/Solicitor/Next of Kin dealing with the Estate \_\_\_\_\_  
Please forward any correspondence to \_\_\_\_\_

Postcode \_\_\_\_\_ Telephone number(s) \_\_\_\_\_  
Email address \_\_\_\_\_  
Death Certificate attached [ ] (tick for yes)  
Rent will be due up to the end of the tenancy, however if Housing Benefit was being claimed they will pay up to the Sunday following the date of death. If there are any outstanding monies due these should be charged to the Estate. Please contact a member of the rents team on the various ways to pay.

I/We understand the dwelling must be left vacant and in a clean and tidy condition. If any personal items or general household or garden rubbish are left at the property after the tenancy has ended then North Devon Homes will be entitled to recharge the estate for the cost of removing these items.

Similarly, if the property has been damaged beyond reasonable wear and tear or repair items which are the tenants responsibility and have not been carried out, North Devon Homes will be able to recharge the estate for the cost of any necessary remedial works.

If you expect the keys to be returned earlier than the date the tenancy will end please give the date \_\_\_\_\_  
Please note, if you return the keys earlier it will not affect the notice period and the full four weeks' notice will still be charged.

Signed \_\_\_\_\_  
Date \_\_\_\_\_  
Witness \_\_\_\_\_ (Not a family member)  
Address \_\_\_\_\_  
Occupation \_\_\_\_\_

North Devon Homes, Westcott Road, Whiddon Valley, Barnstaple, EX32 8TA  
Phone: 01271 312500 Email: enquiries@ndh-ltd.co.uk  
Version 10

### Other things to remember before you move out:

You must inform the following organisations that you are moving:

- Council Tax Office
- Housing Benefit
- Your gas and electric supplier
- South West Water
- Your phone company
- Friends, relatives and other organisations you deal with
- Bank or Building Society

It is also advisable to arrange for your post to be redirected as we will not be held responsible for any post you do not receive. Visit [www.royalmail.com](http://www.royalmail.com) for more information.

### Useful Contacts

South West Water ([www.southwestwater.co.uk](http://www.southwestwater.co.uk) 0800 169 1133)  
BT ([www.bt.com](http://www.bt.com) 0800 800 150)  
North Devon Council - Council Tax and Benefits (01271 327 711)  
North Devon Hospice Furniture Shop (01271 327 827)

Need help?

Phone us: 01271 312500

Email us: [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk)

Complete our on-line forms via our website:  
[www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)

Follow us on Facebook or tweet us:  
@NorthDevonHomes

Emergency Out of Hours Service:  
Freephone: 0800 917 0619



north devon homes

North Devon Homes  
Westacott Road, Whiddon Valley, Barnstaple, EX32 8TA