

Returning your home to us



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This leaflet explains exactly what to do when you give your home back to us. It includes details on how to tell us, how to leave the house in good condition and how to settle your account.

Remember

Follow the five steps in order to end your tenancy smoothly.

Ending your tenancy

When you have decided to end your tenancy follow these five steps to ensure that it ends as smoothly as possible.

1. Give us four weeks' notice in writing and let us know your forwarding address.
2. Make an appointment for a property inspection.
3. Let the right people know you are moving.
4. Make sure your home is left in a good condition.
5. Settle your account.



1. Give us four weeks' notice in writing

You need to give us four weeks' notice in writing. The notice period starts on the Monday after we receive your notice. We will then write back giving you the date your tenancy ends.

Giving notice can also be done for you by someone with the legal power to deal with your affairs, such as a relative with power of attorney.

For joint tenancies, a letter from one tenant will end the joint tenancy for both of you.

2. Make an appointment for a property inspection

The inspection is one of the most important parts of the process, call us on **01225 715 715** to make an appointment.

For the property inspection one of our neighbourhood surveyors will visit you to make sure the property is left in a good, clean and tidy condition. During the inspection you will be advised of any repairs you need to do before leaving, but please be aware that damage may also be identified once the property is empty and furniture has been removed.



3. Let the right people know you are moving

- Contact the utility companies and give them final meter readings plus a contact address for final bills.
- Tell housing benefit and council tax departments of your change in circumstances.
- Our neighbourhood surveyor will ask you for details of your forwarding or contact address and utility companies.

4. Make sure your home is left in a good condition

After you have left the home we may need to do some work on it. To avoid being charged for this work, please follow the below guidelines (all costs are approximate).

Keys

All keys must be returned to our office by midday on the date your tenancy ends. Each external door must have at least two keys. The average charge to replace a lock is about £60.

Internal doors

All internal doors must be present in each room and in good order. The average charge to replace missing or damaged internal and standards doors is about £180 per door.

Kitchen

Units and worktops must be left clean and free of damage. All kitchen appliances must be removed. If there is a gas cooker, a qualified gas engineer must disconnect it. The average charge of a replacement kitchen unit is about £120.



Bathroom

All the standard fixtures and fittings should be clean and in good condition. The average charge to replace a toilet is £280.

Floor coverings

Floor coverings such as carpets and laminate flooring must be removed unless our neighbourhood surveyor during the property inspection gives permission to leave them in place.

Personal items & rubbish

The property, including loft space and all cupboards, must be clear of all personal items and rubbish.

The average charge for a three-bed house clearance is between £700 - £1100.

Cleanliness

The property should be cleaned throughout. The average charge for cleaning a property is £185.

Decoration

Rooms should be left in good decorative order. We will charge you for rooms with ripped wallpaper, graffiti or decorations which are beyond reasonable wear and tear. Room decoration should be neutral, if it is not we may have to redecorate and charge.

The average charge for decorating is about £900 for a one bedroom flat and up to £1,700 for a four bedroom house. Costs could be much higher if we need to strip wallpaper or treat surfaces that are heavily stained (e.g. with nicotine).

Contact customer services on **01225 715 715**

Garage

If you rent one of our garages and want to end the tenancy of the garage, please give our neighbourhood services team four weeks' written notice.

Garden

The garden must be left in a tidy condition, the grass, shrubs and hedges cut and tidy. The garden must also be clear of any rubbish or personal items.

The average cost of cleaning a garden is £400 and the typical cost of cutting grass that has been left too long is £145.

Home improvements by you

Improvements made by you such as kitchens, feature fires, doors and garden items like sheds, greenhouses, ponds and patios must be removed unless our neighbourhood surveyor gives permission to leave them in place during the property inspection. We will charge you if we have to arrange removal of unauthorised items. Items such as light fittings and switches must be returned to the standard fittings.

Selwood Lifeline

If you are connected to a Selwood Lifeline, please leave the pendant and other equipment in the property.

If this equipment is not left a charge of approximately £65 will be charged for the pendant and £225 for a base unit.

5. Settle your account

Once your tenancy has ended, if you still owe any rent we will send you a final bill to your forwarding address. This balance might not include any charges for repairs because it takes time for us to process the costs of the work from our contractors. Therefore, if there was any repair work you may receive a separate bill for any repairs we have had to do and these charges will be added to your account.

Queries about your final account and end date

For queries about your final account, call your account manager on **01225 715 715**. For queries about your tenancy end date, phone neighbourhood services on **01225 715 715**.

How do I settle my account?

Payments to clear your account balance can be made in the following ways:

- By phone on **01225 715 715** to make a debit/credit card payment
- By using your payment card at the post office, paypoint or payzone
- By cheque payable to **Selwood Housing, Bryer Ash Business Park, Bradford Road, Trowbridge, Wiltshire BA14 8RT**. Please write the address of the tenancy and rent reference number on the back of your cheque
- By cash at our Bryer Ash office



After you have left your home we may need to work on it

Contact customer services on **01225 715 715**

Direct debits

If you pay your rent by direct debit a final payment may not be taken if the tenancy end date falls before your monthly payment is due. Depending on the termination date, a part payment may be due or a partial credit may need to be refunded.

Standing orders

You will need to contact your bank to stop these payments. Like direct debits, a part payment may be due or a part credit may need to be refunded, depending on your termination date.

Housing Benefit

These payments come from your council and will stop as soon as you leave the property. This means even if you did not have to pay rent whilst living in your home, housing benefit may not cover the four weeks' notice period.

It is important that you notify your council you are moving to ensure they do not continue to make payments you are not eligible for. If this happens it will create an overpayment and we are legally required to pay this money back to the Council, if we do this we will let you know and the amount will be added to your closing balance.



I cannot afford to pay the account

You have a legal obligation to clear the account. However, if you cannot make a payment to clear the balance in full, we may be able to make an arrangement for you to pay in instalments. Please contact your account manager to discuss the options available.

Why is it important for me to clear my balance?

We will take steps to recover any money owing to us. There are a number of ways we do this and we might charge you our costs for doing this.

- We can go to the Small Claims Court – you will then have to pay for any court costs and will get a County Court Judgement against you, which will affect your ability to obtain credit in the future.
- We can send details to a debt collection service.

If you are registered on a choice based lettings scheme to be housed by us or any other housing association and you do not clear your balance, it may affect your chances of getting another home.



Contact customer services on **01225 715 715**

Useful contacts

Water

Wessex Water **0845 600 3 600**

Gas

Scottish & Southern Energy **0800 980 8831**

Electricity

Scottish & Southern Energy **0800 980 8831**

Council tax

Wiltshire Council **0300 456 0109**

Mendip District Council **0300 303 8588**

Housing benefit

Wiltshire Council **0300 456 0110**

Mendip District Council **0300 303 8588**

Pensions

The Pension Service **0800 731 7898**

Collections of useable furniture and electrical items

Group 5 **01225 764 849**

The Sofa Project **0117 954 3567**

Kennet Furniture Refurbish **01380 720 200**

Large item waste collection

Wiltshire Council **0300 456 0102**

Mendip District Council **0300 303 8588**

Notes



If you need this information in large print, on audio tape, CD or in another language please contact customer services on 01225 715 715.

Me kërkesë, ky dokument gjendet edhe në gjuhën shqipe.

هذه الوثيقة متاحة باللغة العربية عند الطلب.

本文件可以應要求，製作成中文(繁體字)版本。

Ce document est disponible en français sur simple demande.

अनुरोध पर यह दस्तावेज़ हिन्दी में भी उपलब्ध है

Dokument ten jest na życzenie udostępniany w języku polskim.

Este documento encontra-se disponível em Português, a pedido.

ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

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Tell us what you think about this leaflet by going to this website:

www.surveymonkey.com/s/KKMGXQ8



Selwood Housing Society Limited

Registered charity number 1141124

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telephone 01225 715 715 | facsimile 01225 715 700

email info@selwoodhousing.com | www.selwoodhousing.com