

ENDING A TENANCY

Information for residents



Important information

- If you want to end your tenancy and move out you must give four weeks' written notice that you wish to end your tenancy. The quickest and easiest way to do this is through the form available in the Online Account portal: www.southernhousing.org.uk/online

Alternatively, you can call us to give your notice and we'll send you a form after. You'll then need to complete, sign and return this form to us. Please contact our Lettings Team for more information.

- The tenancy will end on a Monday at least four weeks from when we receive the form.
- Rent is payable until the tenancy legally ends
- The housing element of Universal Credit stops on the date of the resident's death.
- If you're responsible for dealing with the resident's finances and are having difficulty, you can get help from your local Citizens Advice.

Further support

If you need any support, including additional time to clear the property or referrals to other agencies to help, please contact us on **0300 303 1066** or hello@southernhousing.org.uk.

BEFORE YOU MOVE OUT

→ What we'll do

Before you move out, we'll arrange to visit you at home.

A property surveyor will make an appointment at a time convenient to you. They'll check the property and discuss how it should be left. The visit should take about an hour.

→ What you'll need to do

We want to help make your move as smooth as possible, so please ensure you:

- Let us know about any repairs that need attention before your tenancy ends
- Don't leave any personal belongings behind (the loft, basement, garage, gardens, sheds and communal areas must be clear of your items)
- Kindly remove all rubbish and waste before you leave
- Clean the property before moving out, and arrange a fumigation if you have pets
- Ensure any Social Services or NHS equipment is removed/returned
- Remove any carpet or laminate flooring you installed
- Take down any curtains or poles you put up, and any holes patched up
- Take down any shelving you installed and repair any marks or holes left
- Leave any wheelie bins and food waste bins in good condition
- Don't leave any vehicles on the property or in Southern Housing parking areas
- Lastly, make sure any outstanding payments, including rent, sub-accounts, or repair costs, are settled before your tenancy ends. You can contact our Customer Accounts Team to check your balance or get help with this.

Should we discover anyone living in the property illegally, we may have to take action against you to resolve this.

CLEAR YOUR HOME BEFORE YOU LEAVE TO AVOID BEING RECHARGED

Please leave your home clean, clear, and in good condition when your tenancy ends. That means removing all belongings, rubbish, and any furniture or fittings you've installed. If you need support or have any questions about clearing your home, we're here to help.



We'll recharge the cost of any clearance, cleaning, or repairs (beyond normal wear and tear) to the person moving out. If needed, we may recover these costs through a debt collection agency.

ENDING A TENANCY

Information for residents



Settling your account

If there's any money still owed at the end of your tenancy, please contact us to clear your balance or agree a repayment plan. Once your tenancy ends, you'll no longer have an account with us. If we're unable to recover the money owed, your account may be passed to a debt collection agency.

We understand things can be difficult financially, so if you're struggling, please get in touch. Our teams are here to help and can talk you through your options.

Other tasks before you move out:

- Tell the Department of Work and Pensions and the Housing Benefit Department
- Tell council tax, gas, electricity, water and telephone companies the date you're moving out, you may have to give up to a month's notice
- Pay all of your bills
- Arrange for the Post Office to re-direct your mail (there's a small charge for this service) as we won't be able to do this

ON THE DAY YOU MOVE

→ What you'll need to do

- Please return all keys and fobs when you end your tenancy.

Return all keys and fobs by **midday on the Monday** (or Tuesday if the Monday is a Bank Holiday). Please follow the instructions provided regarding returning keys to an office or key safe. You may only be able to leave one entrance key and fob in the key safe, leave all other keys and fobs in a kitchen draw where they can be easily found.
 - Leave any parking permits in a kitchen drawer
 - Clear any debts on prepaid utility meters
 - Leave any prepaid utility meter keys in the kitchen drawer
 - Provide us with your gas and electric meter readings
 - Take photos of the keys/fobs/permits you're returning and where you've left them
 - Provide us with your new address and contact details.
- ⚠ If any keys or fobs are missing, we'll **charge you the cost of replacements**. If we're unable to access the home because of missing keys or fobs we'll also **charge for force entry** to the home.



Clearing this resident's property cost **over £2,000**

IF A RESIDENT HAS PASSED AWAY

We understand that dealing with a person's affairs when they've passed away can be both complicated and upsetting. Here are the steps you'll need to take to end the tenancy:

- Let us know as soon as possible that the resident has passed away
- Send us a copy of the death certificate and a copy of the will then complete a End of Tenancy Form. If there's no Executor, we'll apply to the Public Trustee to legally end the tenancy.

