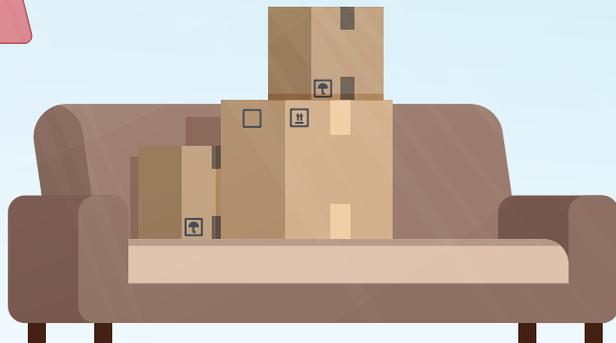


Returning your home to us:

How to leave your home
when you move out

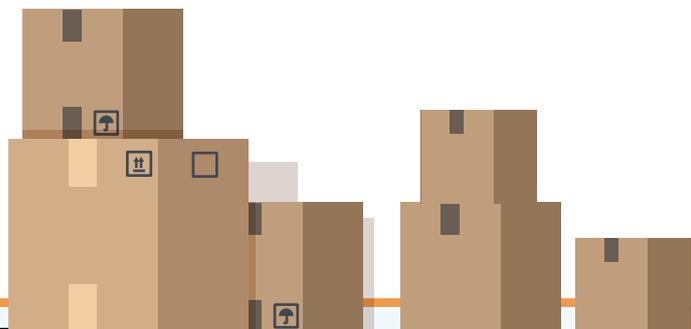


Introduction

Whether you're an existing tenant moving to another one of our homes, or you're moving on from us, this booklet sets out how your home should be returned to us.

The information included will help things go smoothly when you move out. You'll also avoid being charged for any additional work we have to do to bring your home back to the standard we expect and that you agreed to when signing your tenancy.

We hope you enjoyed living in your home and wish you well in your new place.



In line with your tenancy agreement and following our values of partnership, respect and pride, we ask and expect you to:

Partnership

- Keep your home in good condition
- Leave your home in the same condition you received it when taking up your tenancy
- Remove all your possessions and any own fixtures and fittings unless formally agreed with us
- Have no outstanding bills when you leave.

Respect

- Respect your neighbours
- Help us make sure that the time it takes to re-let your home when you leave is as short as possible.

Pride

Take pride in your home and local area. This helps us to:

- Work with you and your neighbours to improve communities
- Maximise the amount of money we can invest in your home in the future
- Work to the highest standards and deliver excellent services

How to leave your home

We don't want to spend money on clearing up and fixing damage which is your responsibility under your tenancy agreement, because it means we have less to spend on improving homes for our tenants.

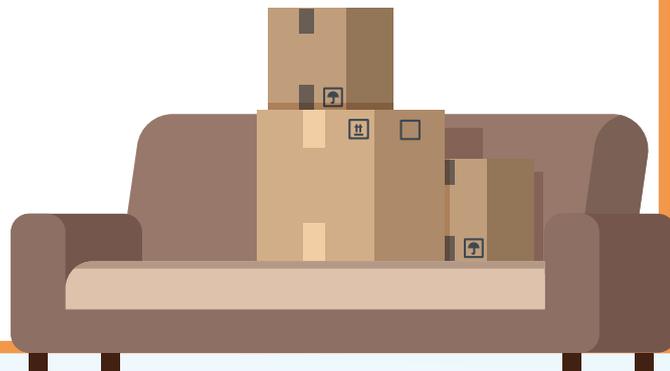
It's simple really - just use this as a guide for how we expect you to leave your home. Unless formally agreed with us, please make sure you:

- 1 Remove all your personal possessions.
- 2 Remove anything you have built or installed yourself that may be considered of poor quality or a potential health and safety problem; e.g. bespoke kitchen and/or bathroom improvements, built-in storage, garages and/or sheds, extensions to your home (such as a conservatory or canopy), external patio/decking, external walls and steps, garden features, etc.
- 3 Repair any damage caused to your property.

- 4 Reinstate any of our fixed furniture and fittings that you may have removed and replaced with lower quality items; eg kitchen and bathroom fittings, light and power fittings, outside fences, handrails, etc.

- 5 Thoroughly clean all areas including; inside cupboards, surfaces of walls, floors, ceilings, windows and doors; and fixed furniture and fittings (such as kitchens, bathrooms, electrical items, radiators).

If we have to carry out any repairs, replacements or alterations due to damage or neglect, you will be recharged for this.

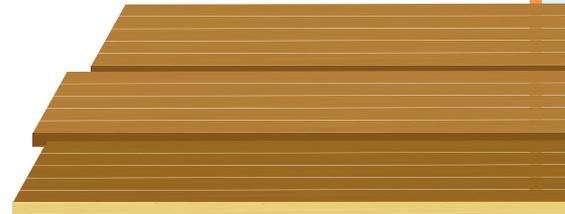


Loft areas

Please leave the loft area clean, empty and in good condition. Remove any items that have been placed there during the time you have lived in your home.

For tenants leaving their home, remove everything that has been placed there during the time you have lived in your home.

- The loft must be left completely empty, with just the insulation, roof timbers and the water tanks visible - this must be done safely, taking care to avoid stepping directly onto the insulation or the ceiling.



Lounge and/or dining area

Please leave these areas thoroughly clean, empty and in good condition.

- Remove all personal possessions: e.g. furniture, household tools, toys, games, books etc
- Remove all changes and additions made to the room(s) since you moved in: e.g. laminate flooring, carpets, doors, electrical and light fittings, fireplaces, applied ceiling tiles, etc
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission
- Reinstate and repair all our fixtures and fittings, where required, such as internal and external doors, electrical fittings, etc, using competent qualified persons and providing certification where necessary.



Kitchen, bathroom and toilet

Please leave these areas thoroughly clean, empty and in good condition.

- Remove all personal electrical/gas equipment: cooker, fridge, tumble dryer, microwave, kettle, kitchen utensils, food and liquids, etc and turn off all gas, water and electricity supplies
- Remove all changes and additions made to the room(s) since you moved in: e.g. sheet flooring, carpets, doors, electrical fittings, kitchen units, bathroom fittings, etc, using competent qualified persons and providing certification where necessary
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission. (You may be entitled to compensation for leaving your kitchen and/or bathroom fittings – please ask us)
- Reinstate and repair all our fixtures and fittings where required.



Hall, stairs and landing - circulation areas

Please leave these areas thoroughly clean, empty and in good condition.

- Remove all personal possessions: e.g. furniture, household tools, toys, games, books etc
- Remove all changes and additions made to the room(s) since you moved in: e.g. laminate flooring, carpets, doors, electrical and light fittings, etc, using competent qualified persons and providing certification where necessary
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission
- Reinstate and repair all our fixtures and fittings where required, such as missing banisters and balustrades, newel posts, handrails, doors, etc.



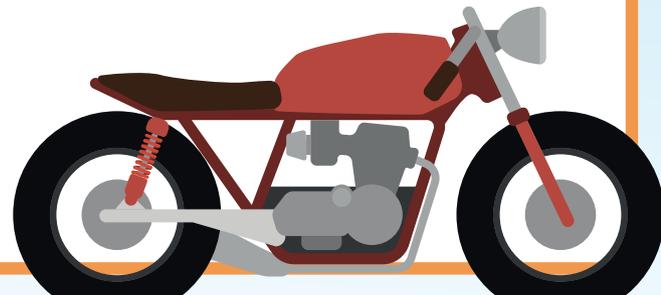
Storage areas

Please leave these areas thoroughly clean, empty and in good condition.

- Remove all personal possessions: e.g. furniture, household tools and equipment, sports equipment, cycles, toys, games, books etc
- Garages and external sheds: please also remove all larger personal items such as electrical goods, vehicle accessories and parts, motorcycles and cars.

Water and electrical services

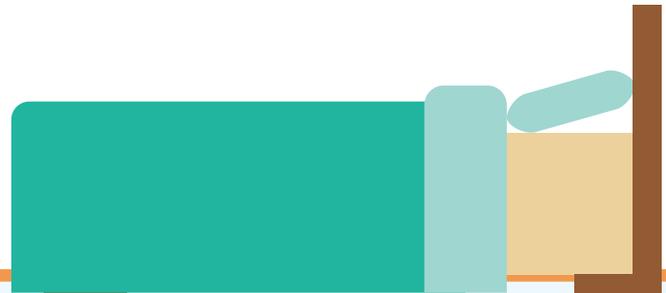
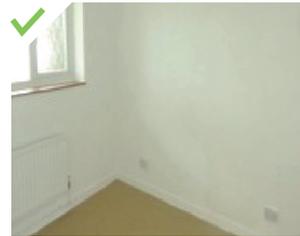
- External water or electrical services must be removed if installed by you and reinstated to the original, using competent persons and certification if necessary.



Bedrooms

Please leave these areas thoroughly clean, empty and in good condition.

- Remove personal possessions: such as bedroom furniture (beds and mattresses, wardrobes and other storage units), household tools, toys, games, books and magazines, electrical goods, sports equipment, etc
- Remove all changes and additions made to the room(s) since you moved in: e.g. fitted cupboards, laminate flooring and carpets, electrical and light fittings, applied ceiling tiles, using competent qualified persons and providing certification where necessary
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission.



External areas

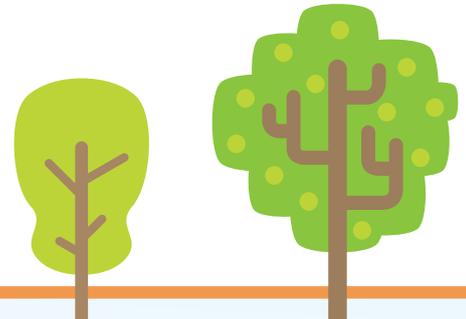
Please leave these areas thoroughly clean, empty and in good condition.

- Remove all personal possessions: e.g. furniture, household tools and equipment, sports equipment, cycles, toys, games, etc
- Please remove all larger items such as electrical goods, vehicle accessories and parts, motorcycles, cars, trailers, boats and caravans
- Remove all changes and additions e.g. landscaping, ponds, sheds, garages, brick walls, etc
- Cut back all bushes and make sure that the grass is cut.

You can leave changes and additions where these have specifically been agreed with us but you must have written permission.

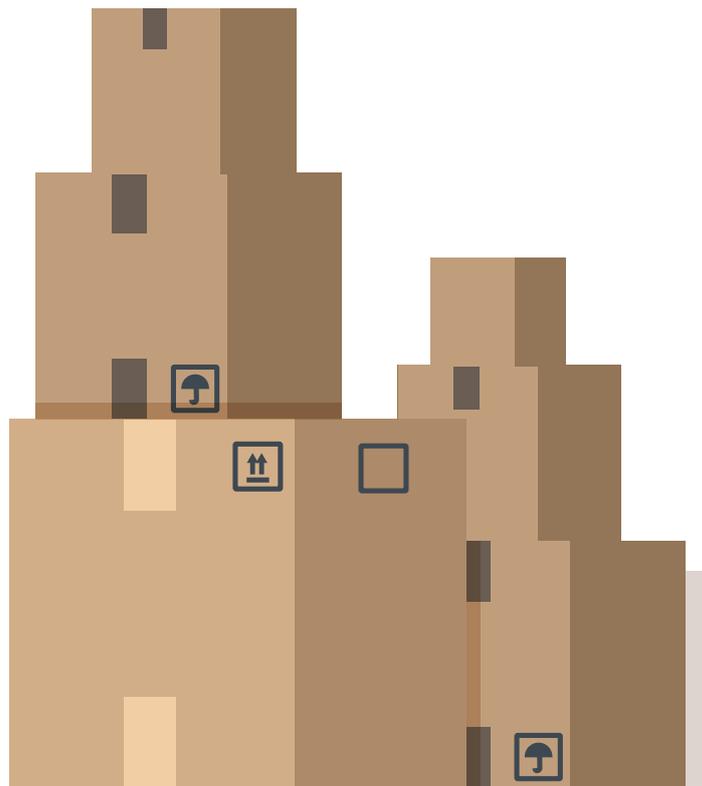
Water and electrical services

- External water or electrical services must be removed if installed by you and reinstated to the original, using competent persons and certification if necessary.



Typical costs for clearing items left by tenants

Item	Single item price to replace
Removal and clearance	
Computer screen	£22
Television screen	£22
Domestic fridge	£36
Gas cylinder	£51
Paint tin	£5
Fluorescent tubes	£1
Car tyre	£6
Van tyre	£14
Lorry tyre	£36
Car batteries	£36
Microwaves	£26
Cookers	£21
Clearance of general rubbish - large	£274
Clearance of general rubbish - Medium	£269
Clearance of general rubbish - Small	£259
Clearance of sheds	£78
Clearance of garages	£83
Removal of vehicles: motorcycles, cars, caravans	£259
Typical replacement costs	
Replace kitchen sink top, or	£300
Kitchen sink unit and top	£512
WC	£169
WC and cistern	£325
Standard internal door	£129
Complete decoration of a large room e.g. lounge	£522
Complete decoration of a medium room e.g. bedroom, dining	£433
Complete decoration of a small room e.g. bathroom	£243



CONTACT US

We hope you've found this leaflet useful, but if you have any questions or can't find what you're looking for just get in contact with us, we're here to help.



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