



Ending a Tenancy

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Ending a tenancy

Now that you have confirmed you want to end the tenancy on the property, there are a few things that need to happen:

- One of our technical officers has to come to the property for a **'leaving visit'**, to check the condition of the property and record any repairs that may be required. The repairs team will contact you directly to arrange this or you can call them yourself on 01494 463690
- **Keys to the property must be returned** in person to the Red Kite office. If the property is in a sheltered housing scheme then you can return the keys to the warden's office during office hours, Monday to Friday, if it is more convenient. When you return them, we'll need some paperwork to be signed by someone legally authorised

to do so. This is normally the next of kin or executor of the estate

- Please complete the **termination acknowledgement sheet** that comes with this leaflet and return it with the keys
- **The keys, fobs and any pendants issued to the property must be returned** to the office or handed to the warden during office hours, Monday to Friday. They must be with us before 12noon on the Monday we have told you in the letter you have been sent with this leaflet. If this doesn't happen, a further week's rent will be charged. Additional charges will continue to be made until the keys are received in the office. If possible, please try and bring the keys to us on the Thursday or Friday before the tenancy comes to an end to avoid any more charges being made

- You must return any **prepay meter cards** for gas or electricity - prepayment meters must not have a debt registered against the meter
- Vacant possession of the property must be given, which means that **everyone must have moved out** of the property and all goods and furnishings are removed.

Housing Benefit

Unfortunately, Housing Benefit stops being paid as soon as a person dies, and the rent account continues to run until the keys are returned. This means that the estate will be responsible for the full rent for the period between the date of death and the termination date.

We will contact you once the tenancy has been ended, the rent account is closed

and after any Housing Benefit adjustments have been made. We'll also confirm any balance and make arrangements for the account to be cleared. If you want to discuss the rent account before returning the keys, please call 01494 476100.

Rent arrears

If there are any rent arrears on the account, these must be paid. If there are no funds available within the estate to bring the account up to balance, please let our income team know in writing when returning the keys to avoid any correspondence being sent. You can also phone them on 01494 476100.

Condition of the property

As with every property that is vacated after a tenant has lived there, we will have to carry out some repairs before

it is re-let to a new tenant. We would really appreciate if these repairs could be carried out while you still hold the keys.

Most of these repairs will be classed as 'fair wear and tear' but any that aren't, may be recharged to the estate. To help you avoid any charges, please check the following list:

- **General condition**

Please make sure that the property is in a reasonable decorative state and that windows and exterior doors are undamaged and left locked. The property doesn't need to be redecorated throughout but will need damage repaired.

- **Electrics, Plumbing, Woodwork**

Any broken or missing fixtures must be replaced before you leave. This includes items like broken light fittings, damaged doors and large areas of broken or missing tiles.

- **Garden**

If there is a garden, it should be left reasonably free from weeds and in a neat and tidy condition. Any structure not owned by Red Kite, such as a garden shed, should also be removed. You should also ensure that fencing is in good condition.

- **Rubbish**

The property should be swept and left in a clean condition with all rubbish, furniture, carpets and curtains removed. Please leave the empty dustbin and any recycling bins inside the property, as a charge may be made if there is no dustbin found on inspection of the premises.

Please remember that the cost of replacing or fixing some things, particularly the restoration of alterations that have been carried out without permission, can be quite high.

Unfortunately, we can't meet the cost of this work ourselves as it means we will have less money to spend on improving the homes and communities of our residents.

If the property needs work done because of damage which is beyond 'fair wear and tear', we will recharge the cost of the work to the estate. An invoice will be sent detailing the works required and the costs involved shortly after the tenancy is ended. The technical officer will identify any rechargeable works during the 'leaving visit' and you will be sent a full copy of their report within three working days of the visit.

Certain improvements carried out after 1 April 1994 with Red Kite's written permission may mean the estate can claim financial compensation once the tenancy has been brought to an end. You can get details of this scheme from either the neighbourhood services or property services teams of Red Kite.

Termination acknowledgement

Please complete and return the termination acknowledgement with the keys. This is to confirm that you agree with these conditions and understand that not returning the property in the reasonable condition expected will mean that we have to raise an invoice to recover the cost of the works.

You may decide to return the keys before the tenancy end date because you have cleared the property of possessions and carried out any repairs we have asked you to do. We may consider agreeing to bring the tenancy end date forward which could save you money.

If you require this document in another format, for example Braille, large type or audio tape/CD please call the number below.

If English is not your first language, we can offer an interpreter to explain this information to you.

اگر انگلش آف كى مادرى زمان نهى سى تو هم ان معلومات كى وضاحت كلنے اكے مزجم كا بندوبست كر سكتے هى

Urdu

Dla osób nie władających językiem angielskim
możliwe będzie zorganizowanie tłumacza
celem wyjaśnienia tych informacji.

Polish



01494 476100

005 – EATLeaflet, March 2012