

Ending your tenancy with Swan

swan



Guidance notes

Q. How can I end my tenancy on a Swan property?

Your tenancy agreement requires you to give at least four weeks notice in writing before you move out. You can either complete a tenancy termination form or write in giving notice, the notice must give the date that your tenancy will end and if you are a joint tenant you both must sign the notice or letter.

You should not end your tenancy unless everyone living there has somewhere else to live.

Q. What if I want to leave before the 4 weeks notice expires?

You can hand your keys in anytime after you have given notice but you will still be liable for rent payments until the notice period expires. The only exception would be if the property can be relet within this period and then you would only be liable for rent until the new tenancy started.

Q. What happens after I give notice?

Your Housing Officer will visit you during the notice period to carry out an inspection of the property. Any repairs or redecoration which may be required before the keys are handed in will be highlighted during this inspection. You are required to make good any damage which you are responsible for and ensure the property is left clean and tidy. All your belongings should be removed from the property, including the loft and any cupboards, and from the garden and any sheds or outhouses. If you have built a pond it should be filled in and any sheds you have erected that are in poor condition should be removed.

Swan operates a goodbye incentive scheme to encourage people to hand properties back in good condition. This enables us to rent the property again quickly and reduces the time properties are empty. To qualify you need to fulfil the criteria set out in the goodbye application form.

As well as the conditions above other criteria includes, making the property available for prospective new tenants to view and ensuring there are no debts either to Swan or any gas, electric or water company. If you meet this criteria Swan will send you £100 at your new address, if you leave your curtains and/or blinds up this can rise to £150.

You must also make sure your rent is paid as normal during the notice period.

Q. What things do I have to remember when moving?

You must contact your utility providers (electric, gas and water) to advise them of the date you are moving out and your new address. You should take meter readings on the day you move and ensure that you have provided us with details of the gas and/or electricity supplier before you move.

Remember that all gas appliances must be disconnected by an approved registered installer. Electric cookers must also be disconnected by a qualified electrician. Don't forget to ensure the water supply is switched off to any washing machine or dishwasher as you will be liable for any damage caused by any leaks following the removal of such appliances.

Moving home is a good opportunity to dispose of things you no longer use or need and you should dispose of these items in a responsible manner, such as through a charity or recycling scheme. Your local council may be able to dispose of large items of furniture for you, although there is a charge for this service you may not have to pay if you are in receipt of benefits or the state pension.

Make sure you have enough strong boxes for packing and old newspapers for wrapping fragile items. When you are making your moving arrangements check where you will park your removal van and don't forget to check your loft and sheds! Give all the rooms in your old home a final check for things before you hand in the keys. Also don't forget to hand in any other keys which belong to the property such as window, meter or radiator keys. You can leave these type of keys in the property if you prefer.

You will also need to advise the following people that you are moving:

- your bank/building society/credit card providers
- your telephone company (landline and mobile)
- any insurance, pension and/or healthcare company
- the DVLA
- your doctor and dentist
- TV licensing
- any catalogue or mail order company you use
- your children's school
- your friends and family

We would also advise you to contact the Post Office and arrange to have your mail redirected to your new address. You can pick up tips on the best way to plan your move and advise people of your change of address through web-sites such as www.iammoving.com or www.helpiammoving.com



Q. What happens when I move out?

You must return the keys to us by 12 noon on the Monday your tenancy ends, this includes all key fobs and communal entry door keys. We would advise you not to post any keys back to us unless it is by recorded delivery. If you think you are going to have difficulty in getting the keys to us in time please let us know as we may be able to arrange for them to be collected. Failure to return keys by 12 noon will result in you being liable for further payments of rent.

If you move out and do not hand your keys in you will be charged for all costs incurred for replacing keys or fobs or changing locks. You must make sure the property is left secure and all the windows and doors are locked up.

Q. What happens if I leave some items behind or can't clear my debts before I move out?

You should speak to your housing officer or income officer if you don't think you will be able to clear the property or pay in full any monies owing. We can arrange payment methods for you to clear any arrears and/or recharges for clearing the property.

Any monies owed to Swan through non-payment of rent or recharges for clearing the property or carrying out repairs which were your responsibility will be pursued by Swan after your tenancy has ended and may affect any future references Swan are asked to provide on you as your ex-landlord.

If you would like a copy of this Guidance Note in large print, braille, tape or in your language please contact your nearest office.

Haddaad jeclaan lahayd nuqul kamid ah buugyarahan oo ku qoran qoraal waaweyn, qoraal indhoole, cajal ama luqaddaada fadlan kala xiriir xafiiskaaga kuugu dhow.

Nếu quý vị muốn một tờ thông tin này bằng chữ to, chữ dành cho người mù (Braille), thu băng hoặc bằng ngôn ngữ của quý vị, xin liên lạc văn phòng gần nhất.

যদি বড় অক্ষর, ব্রেইল, টেপ অথবা আপনার নিজের ভাষাতে এই লিফলেট দরকার হয় তাহলে আপনার কাছের অফিসে যোগাযোগ করুন।

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