

Moving out of your home



Letting us know

If you want to leave your home you need to give us at least four weeks' notice in writing. You then need to complete two copies of the surrender of tenancy form as soon as possible. One copy is for you to keep and one is to be sent to us. Copies of the form are available from your local office or on the website.

Joint tenants

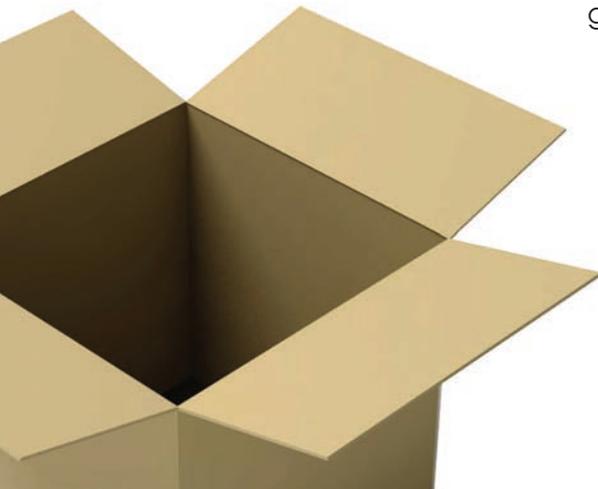
If you are a joint tenant any one of you can sign the surrender of tenancy form and it will apply to all those on the agreement.

What happens next?

Someone from your local office will come out to your home to assess its condition. It is important that you let them into your home. Remember, they will be carrying an identity card so please ask to see it. We will contact you to arrange an appointment time.

Don't forget your rent

Rent is due on your home until the end of the four week notice period you have given. This applies even if you choose to move out before then. Please make sure that you pay all rent you owe before you give back the keys to us.





Remember that if you receive Housing Benefit it will only be paid for as long as you are in your home.

If you move out before the end of your notice period, your housing benefit may stop, leaving you responsible for all rent due. Please speak to your area housing manager for more information about this.

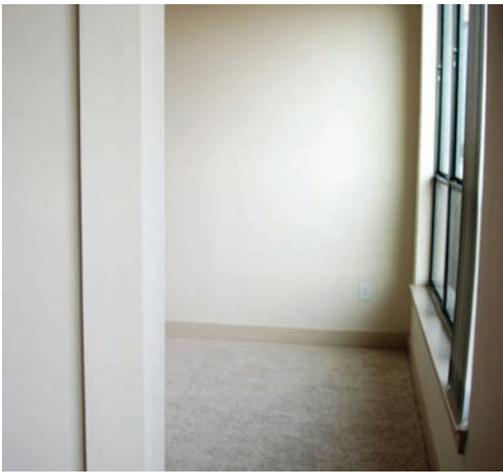
Leaving your home ready for the next person

You are responsible for the interior decoration of your property so please make sure that your property is in good decorative order before you move out.

You will also need to repair any damage which you are responsible for. If you don't repair this damage, we may charge you for it. Your handbook gives details of which repairs are your responsibility.

It is also important that you leave the garden clean and tidy and remove any of your belongings or rubbish before you go.

If you do not leave the property in a clean and tidy condition we will charge you what it costs us to do the work. You will need to turn off the water stopcock on the day you leave. Please test this before we visit and let us know if you are unable to turn it off.



You are responsible for the interior decoration of your property so please make sure that your property is in good decorative order before you move out.

Finally, it is important that we have vacant possession which means no one is living in your home when you return the keys. It is your responsibility to make sure it is empty.

Checklist

Tell us where you are going. This will help if we need to get in touch with you again.

Inform the Council Tax office and Housing Benefit office that you are moving to make sure you continue to receive any benefits and are not charged Council Tax for the property.

Arrange for the gas, electricity and water meters to be read or you may be charged for a period when you were not living there.

Arrange for your TV Licence to be transferred to your new address (telephone 0990 246246).

Contact your telephone, internet and digital TV suppliers, where appropriate.





Keep in touch

If you need to know anything else or you want to talk more about your plans to give up your tenancy please get in touch with your local office. If your plans to move change, please tell us as soon as possible.

Giving back your keys

Please remember to give back all the keys you have for your home before 12 noon on the day your tenancy ends. You will not have to bring the keys to us in person. We will either send you a jiffy bag envelope or we will leave a key safe for you to put the keys inside. Any envelope will need to be sent back to us recorded delivery to make sure they arrive safely the following day. Please be prompt, if they are returned late we will charge you rent up until the point the keys are received.

How to contact us

Write

Hastoe Hub, Hastoe Housing Association,
Marina House, 17 Marina Place, Hampton Wick,
Kingston Upon Thames, Surrey KT1 4BH



Alternative formats of this document

If you require this information in another language, large print or different format such as braille or audio CD please contact Hastoe Hub.

Telephone

0300 123 2250

Out of hours emergencies

0345 266 6527

Textphone

18001 0300 123 2250

Website

www.hastoe.com

Email

customerservices@hastoe.com

Accreditations

We value fairness and diversity. We strive to do the best we can and to improve to achieve excellence. External organisations check that we mean and do what we say, and have accredited us. These include:

business for neighbourhoods

IN business for neighbourhoods means we have made a set of promises – to customers, neighbourhoods and excellence – in line with other National Housing Federation members.



Positive about disabled people means we have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.



SHIFT provides an assessment of our sustainability performance.

INVESTORS IN PEOPLE | Gold

Investors in People is a standard which helps organisations transform their business performance through staff development. Gold means we have achieved the highest standard of the award.



Stonewall works with a whole range of agencies- diversity champions - to address the needs of lesbians, gay men and bisexuals in the wider community.