

North Tyneside Council Moving Out Standard



Date: November 2021



How do I end my tenancy?

You need to give us 4 weeks' notice in writing if you want to end your tenancy. This 4 weeks' notice will start from the Monday after we receive your notice. You can give your 4 weeks' notice in person at any Customer First Centre by appointment or by ringing 0345 2000 102. Alternatively you can send an email to housing@northtyneside.gov.uk

Once you have given notice, your home will be advertised via Tyne and Wear Homes to ensure that a new tenant is found as soon as possible.

You will need to hand in your keys to a North Tyneside Council Customer First Centre **before 12:00 noon on the Monday morning when your 4 weeks' notice is due to end**. After this time, additional rent will be charged.

You will need to allow us access to inspect your home, before you hand in your keys.

Remember you will need to have paid any rent arrears or other debt you may owe us before you leave your home

What if it is someone else's tenancy?

The only time you can end a tenancy for someone else is if:

- They are not capable of doing this themselves and you are authorised to act on their behalf
- The tenant has died and you are acting as executor of their estate

Housing Benefit, Council Tax Benefit and Universal Credit?

If you already receive Housing Benefit or Council Tax Benefit, you must tell the Council's Revenues and Benefits Service your new address as soon as possible.

If you move outside the borough, or you have a change in your circumstances, you may have to make a claim for Universal Credit when you move.

If you are already in receipt of Universal Credit you must tell the DWP your new address as soon as possible.

It is important to note that you are unlikely to get housing benefit, or the Housing Element of Universal Credit, on two properties if there is an overlap between your old tenancy finishing and your new tenancy starting.

If you are receiving tax credits you must inform the tax office (HMRC) as soon as possible.

This is to make sure you continue to receive the money you are entitled to and so you do not get fined by the DWP.

Why should I leave my home in a good condition?

- When you signed for your tenancy, you agreed that you would leave it in a good condition.
- You will not be able to move to an alternative Council home until we are satisfied with the condition of your current home.
- Leaving your home in a good condition will save us time and money and allow us to let the home to someone else as quickly as possible.
- Should we need to repair damage, clear rubbish or clean the property, it will prevent you moving to another North Tyneside Council property and you will be recharged when you terminate your tenancy.

Your responsibilities are set out in this leaflet. If in doubt please discuss this with your Neighbourhood Housing Officer before you move out.

What do I need to do before I hand in the keys?

Before handing in your keys you must make sure:

- The property is thoroughly cleared and cleaned
- Loft spaces are completely cleared
- All walls and ceilings are brushed down to remove cobwebs and dust. If walls/ceilings are dirty or stained they may need decorating by you
- All internal paintwork must be washed down with a suitable cleaning product. This includes:
 - Doors and door frames
 - Window frames
 - Skirting boards
- All glass needs cleaned on the inside and outside
- Any damage needs to be repaired
- Light fixtures that you have fitted yourself are removed and replaced with a normal pendant fitting (unless you have written permission to leave them).

Kitchen

- All kitchen cupboards and drawers must be emptied, swept out and washed down with an appropriate cleaner. This includes sinks, taps and tiles.
- All tiled floors must be properly cleaned, especially around the cooker area. Foam-backed floor covering sometimes breaks-up when lifted, so please make sure floors are left clean.

Bathroom / toilet

- The bath, shower, basin, tiled walls and window sills must be cleaned.
- Toilets must be thoroughly washed and disinfected with a toilet cleaner before you leave.

Carpets and furniture

- The property must be completely cleared of all furniture and carpets unless you have written authorisation from North Tyneside Council to leave them in your home.
- Any laminated flooring must be inspected and may be left if it is in a good condition and the condition and integrity of the floor can be established. If the laminated flooring is in a poor condition, then you will be asked to remove and dispose of it. It is the tenant's responsibility to make arrangements for the inspection by contacting the repairs service on 0345 2000 102
- Failure to comply may result in preventing you moving to another North Tyneside Council property or being recharged should you terminate your tenancy.

Decoration

- You will be asked to redecorate if any walls and ceilings are stained with nicotine or are poorly decorated. Failure to comply will prevent you transferring to another North Tyneside Council property and you will be recharged when you terminate your tenancy.
- If you have any queries regarding your choice of decoration, please contact your Neighbourhood Housing Officer.

Outside your home

- You must return your communal door key(s) / fob if applicable. Failure to comply may result in you being recharged should you terminate your tenancy.
- All planters, garden constructions and building materials must be removed from the outside of your home.
- Garden ponds should be filled in if ecologically safe to do so and greenhouses removed.
- Only leave sheds, patios, decking and concreted areas if in a good condition and North Tyneside Council gives you written permission to do so. Failure to comply may result in you being recharged should you terminate your tenancy.
- All gardens should be left in a tidy and manageable condition.
 - If you have a lawn, please make sure it is cut before you leave.
 - Hedges and shrubs should be cut back and any shrub beds and borders are left weed free.
- Outhouses, sheds and gardens, must be cleared of all belongings, domestic and garden rubbish.
- Wheelie bins must not contain any contaminated materials.

What if I have carried out alterations during my tenancy?

Please inform your Neighbourhood Housing Officer of any alterations you made to your home whilst living in the property. This is so the Council can make sure the property is safe for new tenants.

If you made alterations to the property without permission then you may be asked to remove them and re-instate the property to its previous condition. If we decide these alterations improve the property and are of good quality, we may allow you to leave them but we have no obligation to do so. If we accept the improvements, we will confirm this in writing.

If you have made alterations and are unsure if they need to be removed, we will inspect them to see if they are suitable. You will be charged for any electrical or other safety-checks that have to be carried out.

If we do not accept the alterations you have made, we will ask you to remove them and make good the damage. If you do not do this, it will prevent you transferring to another North Tyneside Council property and you will be charged for the cost of removal and repair should you terminate your tenancy

Failure to comply with the above

Failure to comply with this standard will result in you being recharged for any associated repairs and prevent you transferring to an alternative North Tyneside property or may affect any future references when applying to other landlords.

Checklist

Use the checklist below to make sure you have done all you need to before leaving your home

Give the Council 4 weeks' notice in writing by completing Termination Form	
Make a note of the date the tenancy ends and when you must hand in the keys	
Complete any repairs you are responsible for	
Make sure your home is clean and clear of unwanted items and rubbish to meet the Moving Out standard as set out in this leaflet	
Make sure your rent and service charges are paid up to date	
Make sure you have an appointment for your home to be inspected by North Tyneside Council	
Arrange furniture removal	
If you have a furniture pack from us, arrange for it to be collected	
Tell the following people you are moving:	
Council tax/housing benefit department	
Your energy suppliers	
Telephone provider	
Household Insurance company	
Royal Mail	
Arrange final meter readings	
Turn off water	
Hand a minimum of two keys per door in to a North Tyneside Customer First Centre (Including any communal door keys)	