



# Moving Out Standard

---

April 2020



## INTRODUCTION

This leaflet sets out the standard your home should be left in before you move out.

## ENDING YOUR TENANCY

If you want to end your tenancy, you must give us 4 clear weeks' notice, in writing. The 4 weeks' notice will start from the Monday after we receive your notice.

You can give your notice by:

- Writing to your Neighbourhood Management Officer
- Sending an email to [housing.management@stroud.gov.uk](mailto:housing.management@stroud.gov.uk)
- Completing our online termination of tenancy form

Your notice must be signed by you, or if you are a joint tenant, at least one (but preferably both) of you. Even if only one joint tenant signs the form, this will still end the tenancy for both joint tenants.

On the day your tenancy ends, you must return all the keys to us at Ebley Mill, Stroud, by noon at the latest. If you do not return the keys on time, we will charge you an extra week's rent for each week or part week, until they are returned. Please make sure that you obtain a receipt for the returned keys. **Please do not send any keys to us through the post.**

A pre-termination inspection will take place before the end of your notice period. This inspection will be arranged by your Neighbourhood Management Officer. We will tell you about any work that you need to do before you leave. If this work is not carried out, we will do the work and recharge you our costs.

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

## MOVING OUT

We expect the property to be left in a good, clean and tidy condition so that we can quickly make the property ready for someone else who is in need of a home to move into. Make sure that gas and electricity meters have been read and supplies have been turned off. Please also make sure that the property is left secure.

### CLEAN:

Have a good clean-up:

- Wipe down cupboards and drawers, inside & out.
- Clean the bath, shower, toilet and sink.
- Clean kitchen units and surfaces.
- Wipe all paintwork, doors and frames, windows and frames, and skirting boards.
- Sweep and mop floors.
- Leave the garden well maintained and tidy, with any trees or hedges pruned and grass cut.

### CLEAR:

Remove all personal belongings and rubbish from your property (including floor coverings). In particular, remember to check your loft space, shed and garden.

Any rubbish or unwanted items can be:

- taken to a local [recycling centre](#)
- donated to a local organisation or charity shop
- collected by [Stroud District Council](#) (3 bulky items for a fixed price)

Anything left in the property may result in you being recharged for its removal.

### Checklist

When you move out of your property, there are a few things to remember:

- Give us 4 clear weeks' written notice of your intention to leave the property
- Pay your rent until the end of your tenancy, plus any outstanding arrears and other charges that you owe (such as rechargeable repairs)
- Take meter readings before you leave and give this to your utility companies
- Turn off the water, gas and electricity, and pay any final bills to your utility companies
- Leave any gas or electric meters without any debt
- Redirect your services (see below)
- If you have a landline, have the phone line disconnected
- Clean and clear the property and garden (see Page 2)
- Let us know your forwarding address and a contact telephone number
- Return all the keys to us associated with the property, ensuring they are clearly labelled

### REDIRECT YOUR SERVICES

Remember to contact your service providers to advise them of your new address:

- Council Tax
- Housing Benefit
- Department of Work and Pensions
- Bank / Building Society / Credit Cards
- DVLA
- Electricity
- Gas
- Water
- Telephone landline/Mobile phone supplier
- Cable/Sky TV and internet services
- TV licence
- Your employer, dentist, doctor, optician and relevant schools
- High street store or supermarket loyalty cards
- The Post Office/Royal Mail (for post redirection)

### FAILURE TO COMPLY

Failure to comply with this standard may result in you being recharged for any associated repairs. It could also prevent you from transferring to an alternative Stroud District Council property, or may affect any future references when applying to other landlords.