

# Ending Your Tenancy



## Tenants Handbook



If you wish to end your tenancy, you must give us at least 4 weeks written notice. We may accept a shorter period in special circumstances.

### Moving Home Checklist

#### Keys

- please ensure all keys to your property are returned to Castle Point Borough Council Offices. This includes all front door keys, communal door entry keys, security door keys, shed keys and any fobs
- you will be given a receipt when you return the keys. Please make sure that you keep the receipt as this is your proof that the keys were returned
- if you fail to return any keys belonging to the property, including communal door entry keys, the Council will charge you for a lock change

#### Condition of Property

- the property must be left in a clean and tidy condition, as stated in your Tenancy Agreement. Please ensure all surfaces and storage spaces are cleared, items can be left if agreed with an inspector (These items are likely to be fixtures and fittings, rather than furniture. If repairs are required due to wilful damage or carelessness caused by you, a family member or a visitor to your home, and may pose a hazard if not fixed, we will carry out any work necessary to 'make safe' and charge you for the cost of the work. Equally, if the condition of the property is generally unacceptable we may carry out repair work which will be recharged to you. Please refer to Book Three (Repairs and Maintenance) regarding your responsibilities and recharges that might apply.

- you can leave nets or curtains on the windows if you don't need them. They can help to discourage squatters by making the property look 'lived-in'
- If you have bulky items such as furniture that you do not want to take with you when you move, please refer to Book Four (Tenancy and Estate Management) regarding information about the Council's collection services, which will be chargeable. If you leave bulky items, you will be charged for their disposal.

### Redirection of Post

Castle Point Borough Council will not take responsibility for any mail addressed to you after your tenancy ends. It is your responsibility to have post redirected to your new address. Forms can be obtained from any post office. Also, do not forget to tell your doctor, dentist, council tax department, school, bank etc. about your move.

### Security of Property

- please make sure the property is left secure, for example by ensuring all windows and doors are locked
- if you have a faulty lock, please inform Housing Services before moving

You must make sure that any repairs which are the responsibility of

Castle Point Borough Council have been reported.

### Disconnection of Utilities

It is your responsibility to inform your utility companies (e.g. providers of gas, electric and water), that you are moving prior to the day and provide meter readings where necessary. We advise you to take meter readings on the day that you move out and keep a record of these for future reference.

### Death of a Tenant - Succession

If a tenant dies, a spouse or relative may be able to take over the tenancy. This is known as a Succession. Legally there can only be one succession. Please contact your Housing Management Officer to discuss this further.

### Death of a Tenant - No Succession

Following the death of a tenant, the Executor of the estate/ Next of Kin would need to produce a copy of the death certificate and complete a Notice to Quit and disclaimer to end the tenancy. The Notice period would be that of 4 weeks. The property would need to be cleared of all items. The keys for the property would need to be returned the Monday following the end of the tenancy by 10am. Should anything be left in the property by the Executor of the estate / Next of Kin, we will re-charge for the cost of the removal of the remainder of the items.

**Moving Home Checklist:**



- Termination form completed. ....
- Inspection of property booked and completed. ....
- Property cleared of all items .....
- Mail Re-directed to new address .....
- Keys picked up for new property if applicable .....
- Old keys handed in to Council Offices before 10am .....
- Addresses changed on bank account, driving license etc. ....
- Insurances set up for new property e.g. contents insurance etc

**Notes:**

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## How to contact us

**Housing Services** . . . . . 01268 882200  
(Housing Hot Key Press 0)

**Housing Repairs** . . . . . 01268 882326

**Housing Repairs** (out of hours) . . 01268 758357  
(*Emergency only*)

**Housing Rents** . . . . . 01268 882481

