



your home

Moving home

An easy guide to ending your tenancy

Available in large print, Braille and on tape

Moving on

We're sorry you're leaving. Moving house can be quite a stressful time so to make the process easier we've prepared a list of things you need to remember to do.

Ending your tenancy

You must give us four weeks notice in writing that you want to end the tenancy. That notice period must end on a Monday. You can deliver your notice to one of the Northwards Housing offices, or tell us that you're leaving online at www.northwardshousing.co.uk.

If you give us fewer than four weeks notice we still have the right to claim the full four weeks rent.

Ending a joint tenancy

If you are joint tenants, any of you can end the tenancy by giving us four weeks notice. By law we do not have to allow other joint tenants to stay in the home – it depends on your circumstances

and whether the property could be more suitable for another type of household (like a family for instance). But we won't ask you to move home without a good reason.

Returning your keys

It's very important that you return all the sets of keys for your home, otherwise you may be asked to pay the cost of changing any locks.

Paying your rent

Unless you have made a special arrangement with us to pay off any arrears all your rent payments must be up-to-date. If you are struggling to pay your rent, please call us on 0161 953 2662 as soon as you can. We'll do what we can to help you by advising on benefits and putting in place a manageable payment plan.

Leaving your home clean and tidy

Please leave the property clean and tidy inside and out, ready for the next person to move in. We expect reasonable wear and tear to the house during a tenancy,

but you remain responsible for any damage caused by your actions or neglect, or those of your family and visitors.

If you have removed any internal fittings you must replace them with fittings of the same quality. If you don't, we will charge you.

Removing your personal possessions

It's your responsibility to remove all your furniture, floor coverings and belongings. In most situations we would charge you for removal of any personal belongings. Please don't dump anything outside, as we will have to charge you for removal and disposal. We will pick up chairs, settees, fridges, cookers etc for free. Just call 0161 954 9000. Why not give other items to a local charity shop if they're in good condition, or take them to your local tip.

Home improvements

If you have made improvements to your home they will normally

become our property and you should leave them in good working order. We may give you an allowance for major improvements you have made. To find out more contact your local Northwards Housing office.

Housing benefit and council tax

Remember to let the Benefits Service and the council tax office know where you are moving to and the date you are moving.

Gas, water and electricity

Before you leave remember to take final readings from your gas and electricity meters and tell your suppliers the date on which you are moving.

Make sure all water taps are turned off, and, if you know where it is, turn the water off at your stop tap.

Checklist for moving home

I have . . .

- Told Northwards Housing in writing of leaving date
- Arranged mail redirection to new house (*forms available at Post Office*)
- Arranged friends or a firm to help me move
- Cancelled milk/papers
- Arranged removal of any bulky items
- Read meters and informed gas and electricity suppliers
- Informed water company of date I'm moving
- Repaired if necessary, cleared, cleaned and tidied the house inside and out
- Handed keys over

Sent my new address to:

- Benefits office
- Council tax office
- Northwards Housing
- Bank/building society
- My employer
- The children's schools
- Motor insurance company
- DVLA (*forms available at Post Office*)
- Contents insurance

Good luck!

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on tape:

Call 0161 953 2662 **E-mail:** info@northwardshousing.co.uk

Fax: 0161 953 2660 **Text phone:** 0161 953 2526

للحصول على هذه المعلومات بأي لغة أو بالبريل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

Arabic

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

Chinese

لطفا برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

Hindi

بو بە دەست هێنانی ئەم زانیاریانە بە هەر زمانێک یان بە بریال، پیتی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفۆن بکە بۆ ئەم ژمارەیەى خوارەوه.

Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

Vietnamese

0161 953 2662