



your home

# Moving home

*An easy guide to ending your tenancy*

Available in large print, Braille and on CD

## **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 your tenancy. The notice period must end on a Monday. You can tell us you wish to leave by filling in a form at one of our local offices or online at [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk). You can also telephone us on 03000 123 123 and a form will be sent to you to complete and return to us.

If you do not give us notice, or fewer than four weeks notice, we still have the right to charge you the full four weeks rent.

## **Moving out visit**

When you give us notice we will arrange to come and visit you at home before you move out. This is to discuss how we expect you to leave the property and any

garden area. We will also want to talk to you about your rent account, any repairs that you will need to carry out before you go (so we don't have to recharge you for them) and to make sure that we have a forwarding address for you.

## **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**

All keys must be returned by 4.30pm on the Monday your tenancy ends. If we receive the keys after this time, we will charge you another weeks rent. It is 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, your rent account must be up-to-date. If you are struggling to pay your rent, we have specialist advisors who will be able to help you. Call us on 0161 720 4002 as soon as possible. Do not ignore the problem. 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, however you remain responsible for any damage caused by your actions or neglect, or those of your family and visitors. We will charge you for any damage to your home that we need to put right.

If you have removed any internal fittings such as internal doors or light 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. Manchester City Council 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 CD:

**Call:** 03000 123 123    **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123    **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر بڻت خوڻشه نه رچومه ي. نه م به لڱه نامه به وه رگريت، نڪانه به يوه ندي بکه به نه و ژمنه ي  
خواره وه. نه م به لڱه به هه ر وه ها به شپوارزي نوسراوي ڳوڻران، نه چيني ڳه زړه و بيان نه سه ر سي دي  
هه به.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

I faddii aad rabto in dukumentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123