

Information for Tenants Vacating Properties

Upon receipt of notification of a tenants intention to terminate your tenancy (28 days written notice is required), an appointment will be made for a representative from the Association to call and carry out a Pre Inspection of your home, and advise you of any remedial work that you should carry out prior to handing in the keys, you will also be advised of the following :-

- Number of keys to be returned
- Arrangements regarding any refuse to be uplifted
- Condition garden areas should be left in
- Any repairs which will be your responsibility

The following information has been produced to advise tenants of the standards and conditions required when vacating a property.

- Tenants must ensure that all their belongings are removed from the property and garden including all carpets, furniture, kitchen items, including white goods.

All rubbish must be removed from the house and garden area.

- Any items damaged or removed, such as internal doors, light switches, skirting, facings etc, must be replaced with a suitable and acceptable alternative.
- All nails, screws, tacks, posters, etc must be removed from walls, doors, ceilings and floors, and any holes filled.
- Plastic lino or any other floor tiles that have been laid by the tenant should be removed, and the floor surface cleaned and left in good order.
- All kitchen units, worktops and sanitary ware must be cleaned.
- Any decoration or repairs noted at the time of inspection should be carried out by the tenant prior to handing in the keys of the property.
- Artex should be removed from all walls, and the walls should be suitably decorated to an acceptable standard.
- Where an inspection has not been carried out prior to a tenant vacating a property, any decoration or other repairs required to be carried out on the property will be done so by the Association and charged to the previous tenant.

- Rotary driers should be removed from the garden and stored in the house.
- Any changes in your gas or electricity supplier should be notified to this office or to the officer at the time of the termination inspection.

Once a property has been vacated an inspection will be carried out and any of the above items that have not been satisfactorily completed will be charged to the tenant. Following this an invoice will be raised against the outgoing tenant, which will follow the Association's normal debt recovery procedures.

It is the Association's policy to rigorously pursue charges for repairs from tenants whom have left their property in an unsatisfactory condition.

CRITERIA FOR REWARD SCHEME FOR TENANTS TERMINATING THEIR TENANCIES

The Association recognises that moving house is a busy time with added stress and inconvenience. Often people leaving their homes are more concerned with their new house rather than ensuring they fulfil their tenancy agreement for the property they are leaving behind.

The Association has therefore introduced a reward scheme for tenants who fulfil all their obligations at the end of their tenancy. The aim will be to reduce our timescale in making your home available for relet.

To be eligible to claim the reward you must meet **all** of the criteria listed below:-

- Have given Horizon Housing Association Ltd 28 days notice in writing (The 28 day period commences from the date the Association receives your letter)
- Allowed for a pre-inspection of the property by Horizon staff
- Following the pre-inspection you must have dealt with all items that were brought to your attention as needing attended to before you vacated the property
- Returned all the keys on the date of termination of the tenancy
- Given Horizon staff a note of your forwarding address
- Left details of your Gas and Electricity supplier plus final meter readings
- Left your tenants handbook for the incoming tenant
- Participated in an exit interview

No part payments will be made and all criteria must be met to receive the reward.

If you have complied with all of the above but have outstanding arrears or previous rechargeable repairs, the reward money will be deducted from any outstanding sums due to the Association.

THE AWARD SCHEME DOES NOT APPLY TO THE FOLLOWING

- **People doing a mutual exchange**
- **Tenants Transferring to another Horizon property**

- **People who have abandoned their tenancies**
- **People dealing with the estate of a tenant who has died**
- **People who have succeeded to a tenancy**
- **Sharing Owners**