



A Guide to Terminating your Tenancy

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When should I let you know I am moving out?

You must give 28 days' written notice that you are intending to terminate your tenancy.

Your tenancy will not end until 28 days from the date we receive your completed Termination of Tenancy form and you are still responsible for paying rent and making sure the house is secure right up until that date, even if you move out of the house before then.

How do I give written notice?

Notice of termination **must** be given on a completed 'Termination of Tenancy' form which we will supply to you on request. You and all joint tenants, if applicable, will require to sign this form.

What are occupancy rights?

Under the Matrimonial Homes (Family Protection) (Scotland) Act 1981 a spouse or co-habitee who is not the tenant of the marital home is entitled to remain living in the house even if the tenant leaves. This is an automatic right for husbands and wives but people who are co-habiting need to apply to the courts to be given the right to remain in the house.

If your partner wishes to invoke his/her Occupancy Rights they must contact our office on 01450 364200 immediately.

How will I know the date my tenancy will end on?

Once we receive your completed Termination of Tenancy form you will be sent a letter confirming the actual date your tenancy will end.

What if I change my mind before the 28 days expires?

Even if you have given Waverley written notice that you are terminating your tenancy, you are entitled to withdraw your notice at any time before the end of the 28 day period. However, after 28 days, your tenancy will end and you are required to leave the house so it is important that you contact the office immediately if you change your mind.

How will I know how much rent I need to pay?

You will be responsible for rent right up until the day your tenancy ends even if you move out before that date. You will be advised in writing of how much rent is due up to the termination date and it is very important that you pay this amount in full before you hand your keys back to Waverley. However, please remember, if you do not hand in your keys on your tenancy termination date we will continue to charge you rent until the keys are returned.

What will happen if I do not clear my rent account before vacating?

If you cannot afford to repay all your arrears before the end of your tenancy, you can make an affordable repayment arrangement with us to ensure your arrears are paid back in full. However, if you fail to do this, and do not pay the outstanding amount in full before the end of your tenancy, the amount outstanding will be treated as a former tenant arrear and we may pass the arrear to a debt collection agency or take court action for recovery of the money. This may affect any future application for housing you submit to Waverley Housing or any other registered social landlord.

What condition must I leave the house in?

We request that you leave the property in the same condition that you would like to move in to and in particular the property must be clean and tidy. This includes:

- ◆ The property should be swept and all rubbish removed from inside the house (including loft space) and from the garden and any external storage facilities used
- ◆ All fixtures and fittings should be cleaned using suitable cleaning materials, e.g. kitchen units, sinks worktops, bath, wash hand basin and wc
- ◆ Garages must be completely emptied and swept out

How will I know what repairs are my responsibility?

Your Tenants' Handbook details what repairs are your responsibility. However, a pre-termination inspection of your property will be undertaken, normally within 5 working days of your giving notice of your intention to terminate. Garages will not be inspected until after the termination date.

The person undertaking the inspection will give you clear guidance on works that you are required to complete before vacating the property. Please note however, that it is not always possible to detect all works which are the responsibility of the tenant at the pre-termination inspection due to restricted access, e.g. large items of furniture etc. and once you have vacated the property we will undertake a further inspection. If at this inspection, the repairs you were required to carry out have not been completed or are not to a satisfactory standard, or items are discovered which are your responsibility, e.g. walls damaged (hidden by furniture at previous inspection) then we will carry out works and recharge you.

What about floor coverings?

Normally all floor coverings should be removed along with any underlay, carpet tacks or gripper. However, if floor coverings are in a good, clean condition and are suitably fitted then you can request to leave these in place. However, you must receive our written permission prior to vacating the property otherwise you will be recharged for removal of these items.

Please note that, if you have any pets, then carpets must be removed.

Will I need to redecorate before I move out?

Where wallpaper is ripped, damaged or poorly applied, you may be required to strip and redecorate. The officer inspecting your property to undertake your pre-termination inspection will instruct you on any works required to bring your house up to an acceptable standard. However, as aforementioned, if when you vacate further damage to decoration is discovered after large items of furniture are moved, for example, you will be recharged for works required to rectify matters.

All stickers, posters, nails, drawing pins etc. should be removed from all surfaces and any damage to existing decoration must be repaired to an acceptable standard. All holes in doors, walls and woodwork should be filled and suitably repaired and decorated to match existing decoration. Where doors, woodwork, or joinery items in general have been damaged, and found to be beyond reasonable repair, it will remain the right of Waverley Housing to recharge you for replacement items required.

If decoration of walls, ceilings, woodwork etc. have been painted in strong colours you will be required to return these to white or magnolia.

Repairs identified during pre-termination inspection

If ad-hoc repairs are identified during the pre-termination inspection, access will be required to carry out these repairs during your notice period. You will be required to confirm best access times for these works. These repairs will not include major capital works or rechargeable works.

If I have carried out improvements to my home will I be reimbursed for this work?

You may be entitled to some reimbursement for works carried out by yourself to improve your home. These works must have been approved by Waverley Housing before they were carried out and would normally include, for example, replacement kitchens, bathrooms or installation of showers, central heating etc. The officer inspecting your property will advise you if the works you have carried out are eligible for reimbursement and will advise you of how to make a claim for repayment.

Will I need to notify the utility companies of my change of address?

Yes - it is your responsibility as the customer to contact your gas, electricity and telephone service provider and notify them of your change of address in order that they can organise the reading of meters and alter account details accordingly. You should also advise Waverley Housing of the names of your gas and electric suppliers.

If you have a prepayment meter for gas or electricity, you **must** ensure that this is in credit. Your utility supplier will reimburse any credit due to you. Waverley Housing requires a credit in the meter when you leave to carry out safety inspections and we will be billed for our usage. If there is no credit in the meter and there is a delay in the utility company calling to reset the meter, you may be charged extra rental, as the property cannot be re-let without the safety inspections having first taken place.

Is there anything else I need to do before I move out?

In order to make your move go smoothly you are advised to:

- ◆ Arrange to have your mail redirected to your new address. You can pick up a form for this at your local Post Office
- ◆ If you have a landline telephone, arrange for the line to be disconnected on the day you leave the house. You can sometimes arrange to have your telephone number transferred to your new address
- ◆ If you receive benefits you must advise the Department of Work and Pensions (DWP)
- ◆ Inform agencies and organisations such as your bank and doctor of your change of address. (A handy checklist of people you need to tell is at the back of this leaflet.)
- ◆ Arrange for Scottish Borders Council to uplift any big items of rubbish or furniture that you are not taking with you. **Under no circumstances should items such as fridges, cookers, suites etc. be left in the house or outside the property in any location.** Contact SBC on 0300 100 1800 to make uplift arrangements and for further details
- ◆ Make sure you leave behind all information booklets and instruction manuals relating to appliances in the house, such as the central heating system
- ◆ Leave all keys for window locks in the windows

When do keys have to be handed in to 51 North Bridge Street, Hawick, TD9 9PX?

All keys **must** be handed into our office no later than **9.30am** on the termination date otherwise you will be charged additional rental for every day that the keys are not returned. Locks will be changed during the morning of the agreed termination date and if you fail to hand in keys, we reserve the right to take entry for this purpose. You will be recharged for the cost of taking entry.

Who should I contact if I have any other questions on ending my tenancy with Waverley Housing?

If you have any other queries relating to terminating your tenancy please do not hesitate to contact Waverley and a member of staff will be pleased to assist you. Our contact details are on the back page of this leaflet.

MOVING OUT CHECKLIST

People you need to tell you are leaving:

FINANCIAL SERVICES:	✓	Utilities and Services:	✓
Bank/Building Society		Gas/Electricity	
Credit Card Companies		Telephone – Landline and Mobile Service Provider	
Store Card Companies		Internet Service Provider	
Insurance Providers:		Satellite/Cable Provider (e.g. Sky)	
Car Insurance		TV Licensing	
Home and Contents Insurance		Royal Mail – Redirection Services	
Government Agencies:		Car Breakdown Services (e.g. RAC/AA)	
Benefit Provider (e.g. DWP)		Health Providers:	
Council Tax Office		Doctor	
DVLA – Car Registration and Licence		Dentist	
Electoral Commission		Optician	
Miscellaneous:		Vet	
School/College/University		Donor Card	
Employer			
Loyalty Cards			
Magazine Subscriptions			

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