

Leaving your home

We expect our customers to look after their home. If you do not leave your property in a clean and good condition we may have to charge you.

To make sure this doesn't happen, there are a few things you need to do before you move.

Your responsibilities

- Remove all carpets, items of furniture, white goods, clothes and rubbish unless you have a formal agreement with us and the next resident. If anything is left behind, you will be charged for the cost of disposing the items.
- All items that are our property such as bins, washing lines, water butts or sheds (where provided), must be left.
- All fixtures and fittings are to be clean, including flooring, sanitary ware, woodwork, windows, and cupboards.
- If light fittings have been changed these should be returned to the original fittings.
- Garden and external areas should be left tidy, well maintained and free of any rubbish.
- All keys for window locks are to be left in or by the windows.
- You must contact social services and have any non-fixed equipment or adaptations that belong to them collected.
- If you arrange for removal of items by the council, this may require five to seven working days' notice.
- Ensure all items are cleared from the garage (if applicable).
- If large alterations have been made please discuss this with our Neighbourhood team to ensure that removing the items does not leave the property unsafe.
- All wallpaper must be intact, free from any rips and tears and cover the entire wall.
- All painted walls, surfaces and woodwork should be clean and painted in neutral (not dark or vibrant) colours.
- Repair any damage caused by you (or by your visitors) before moving out.
- Remove any fixings such as, picture hooks, carpet grippers and make good any holes as necessary.
- Any alterations that have been made without our consent must be put back to their original condition or you may be liable for paying for the work.
- Return all keys to us as arranged with our Lettings team by 12pm on the Monday following your move. You will not have access to the property once you have returned your keys. If there is a delay in returning the keys to us, we will charge you for having to change the locks.
- Leave the property in an acceptable clean condition or we will charge you for the work to clean, clear and repair the property.
- You must pay any outstanding charges or other debts before you move. Please contact our Income team if you are unsure about this.
- Your energy supply will be transferred to our approved provider. Please provide details of your gas/electric/water suppliers and tell the council tax department that you are moving. You will be liable for council tax and energy bills until the date your tenancy ends and any unpaid debts on the meter will be recharged to you.
- Leave your garden tidy and remove any sheds or greenhouses unless they belong to us and have not been gifted.

- Empty, clean and safely store any waste bins that have been provided for your home. Unfortunately, if you do not secure wheelie bins at the property and we have to replace them, we will charge you for the replacements.

How not to leave your home

The following are examples of how your property should not be left at the end of your occupation. These would result in a recharge for you.

- Do not leave any furniture behind unless agreed with us.
- Please remove carpets, laminate flooring, tiles or lino (except flooring fitted by us in kitchens and bathrooms).
- Do not leave any garden items such as block work for sheds or greenhouses or rubble in the gardens.
- Please make sure your garden is tidy and that all personal items are removed.

Our responsibilities

On receipt of your keys, we will carry out the following:

- An inspection to check that it is up to standard. Photographic evidence may be taken of any aspect which will result in a charge to you.
- The locks will be changed.
- Any items left will be disposed of and the cost charged to you.
- Our repairs team will carry out any safety checks and complete any necessary work.
- A recharge account will be set up for you (if necessary).

Clearance costs

Here are some examples of clearance costs:

Skip	£360 (each)
Exceptional clear and clean	£2400
Clearance of roof space	£70
Garden tidy (small)	£160
Garden tidy (large)	£265
Infestation treatment	£195
Fridge/Freezer	£100
TV or computer monitor	£10
Mattress	£15

Potential charges

- Chargeable repairs costs

It is not possible to provide accurate costs of rechargeable repairs as the level of labour or materials can change. However, here are some examples of the costs associated with some rechargeable repairs, please note that VAT will be added to these costs:

Reglaze a window	£150 - £220
Repair a door (front/rear/internal)	Up to £800
Unblock a toilet	£40
Unblock a sink	£15
Replace a toilet	£220
Replace a sink (complete)	£270
Replace kitchen worktop	£32 per metre
Fill cracks or holes	£10 each

Disposal of some domestic items may incur additional costs.

The above listings are representative of the main responsibilities and charges that apply.

Payment process

If we have to charge you for any costs we will send you an invoice.

In some circumstances we may be prepared to discuss payment instalment arrangements. If you do not contact us regarding the charge and or do not make the agreed payments, we may forward your case to an external agency for collection.

Frequently asked questions

What happens if repairs are not made before leaving the home?

If we need to carry out any work that is your responsibility after you have left, you will be recharged with the cost.

What happens in the event of the death of a resident?

If a resident passes away we will need details of the executor of the estate or person dealing with the matter.

If any of the internal damage was caused by a break-in, can this be removed from the charge?

Yes. Vandalism can be removed from the charge if you can produce a valid crime reference number.