

The LiveWest logo is displayed in white text on a dark blue background. The letter 'i' in 'Live' has a small red dot above it. The background of the entire page is a dark blue triangle pointing to the right, with a white area on the right side containing a pattern of blue geometric shapes (circles and L-shaped brackets).

Leaving your
LiveWest home

What to do if you are leaving your LiveWest home

You might be transferring to another LiveWest property, have found somebody to mutually exchange with, or you may be moving to another landlord. This guide will help you leave your property in an acceptable condition so we can get it ready for a new customer to move into.

In most cases, we will offer you a property inspection before you leave so you know exactly what to do in your home. If your home is not left in an acceptable standard when you return your keys, we may recharge you for the works we have to carry out to put things right. If you want to move to another LiveWest property, your home must be in a good condition.

If you have any questions about how to leave your home, what to do with your keys when you are done, or what happens if you need more time to move, then contact the staff member who is dealing with your move. If you are not sure who this is, then you can call our Customer Service team on 0300 123 8080.

Our simple request is that all properties are **clean, tidy, and ready for a new customer.**





Acceptable ways to leave your home

Here are some examples of properties which have been left in a good condition and others that have not. If you are transferring to another LiveWest home you should have no damage or outstanding repairs to your home, but we will cover this in your property inspection.

We would like you to leave your home clean, tidy, and ready for a new customer.

Gardens and outside spaces

How to leave your gardens:



How to not leave your gardens:



Kitchen

How to leave your kitchen:



How to not leave your kitchen:

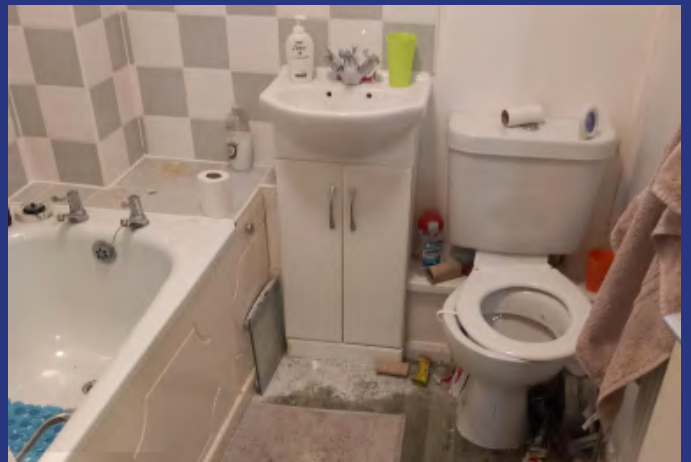


Bathroom

How to leave your bathroom:



How to not leave your bathroom:



Walls

How to leave your walls:



How to not leave your walls:



Loft spaces

How to leave your loft spaces:



How to not leave your loft spaces:



Doors

How to leave your doors:



How to not leave your doors:

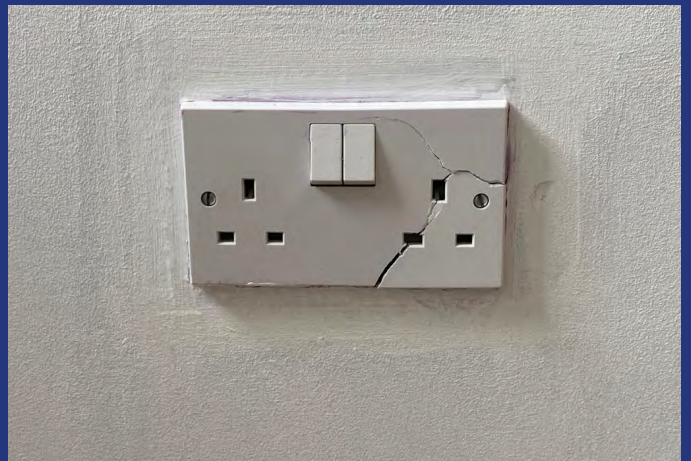


Electrics

How to leave your electrics:



How to not leave your electrics:



Frequently asked questions

Flooring

If you receive an Asbestos Report with your end of tenancy documents or are informed at your property inspection that your property was built before 2000, we ask that you leave your flooring down. This is because a lot of our older homes may have Asbestos floor tiles and we don't want you to disturb them.

If you do not receive an Asbestos Report or are sure the property was built after 2000, you will be expected to remove the flooring and if it is not completed, you may be recharged.

However, if you have flooring which is in good condition, we may be happy for you to leave this down so we can clean it and gift it to the next customer.

Sheds, Greenhouses, Conservatories, Decking and Patios

Over the years, we may have given you permission to put up a shed or a greenhouse. It is unlikely we would have given permission for a conservatory, decking or patios as we don't allow these alterations to be made. If you don't want to take your shed or greenhouse with you, and it is in really good condition then we may 'gift' this to the next customer with their consent.

We are unable to gift conservatories or decking, so we will always ask you to remove this before you leave.

If any alterations are not in good condition and we cannot pass them to the next customer, you will need to get them removed before you leave. This can be expensive so please bear this in mind before you think about moving.

Clearance

If there is a lot of rubbish that needs clearing from your home, check online or ask around for local clearance services. Sometimes we can advise on local businesses that might be able to help. There might be lots of stuff to throw away inside your home, in your loft, or your garden may be really overgrown and need cutting right back- either way, this must be done before you leave. Arranging your own clearance will be cheaper than leaving it for us to sort, so please ensure your home is **clean, tidy and ready for the next customer**.

Gifted Items

We know that moving home is very expensive, so if you want to leave certain things in your property for the next customer, we can allow this. Usually this is flooring, curtain poles or blinds as we can clean these ready for the next customer. We would not normally gift electrical items, but if you have integrated appliances then we would ask these are left in the property. We sometimes gift white goods if they are in a really good condition. If you have gifted items in your home, then we will discuss this at your inspection.

Adapted kitchen appliances

Where there is an adapted kitchen containing appliances such as hobs, ovens and cooker hoods, these will be visually inspected and Portable Appliance Tested. If deemed safe and serviceable (and the incoming customer would like to retain them), then they will be gifted to the next customer. Where the appliances are not deemed safe they will be removed and disposed of by LiveWest.

Recharges*

If you leave your home in an unacceptable condition, we will have to make it right. These are some of the example recharges, so please remember to leave your home **clean, tidy and ready for the next customer**.

Gain access and change front door locks- **£70**

Replace a double glazed window- **£170**

Replace an internal door- **£130**

Replace plug and chain in sink/bath- **£45**

Garden clearance- **£100 (small) to £500 (large)**

Replace smoke detector- **£100**

Specialist interior clean- **£570**

*example only, not indicative of true cost



LiveWest