



# GUIDE TO MOVING OUT

## GUIDE TO MOVING ON FROM ONE OF OUR HOMES

### What we expect from you and what you can expect of us as you prepare to move out:

As you prepare to move home, please take a few moments to understand what we expect from you and what you can expect from us. There are also a list of frequently asked questions to assist you with your move. If you have any queries, don't hesitate to contact us.

### WHAT WE EXPECT FROM YOU

**Now that we have received formal notice to end your Tenancy we expect the inside of your home to be left clean, empty and in a good state of repair by the time you move out. The list below shows what is expected unless agreed otherwise.**

- Any non-standard or damaged light fittings or sockets will need to be restored to a standard fitting.
- All locks (windows, doors etc.) will need to be fully operational.
- If any unauthorised alterations have been carried out to the property then these will need to be removed and reinstated to the original fittings.
- Greenhouses and tenant owned sheds must be removed, including any concrete base. If the shed is a fixed unit (supplied by GCH) it will need to be marked clearly to indicate which shed belongs to which property.
- Gardens and sheds must be clear of all rubbish.
- Dustbins, recycling bins and green bins will need to be emptied, if the refuse collection day is after the property has been cleared, then the bins will need to be left out to be emptied.
- Internal and external doors must be fully operational, with door handles fitted and no damage.
- Curtain poles must be removed, although net curtains or blinds can be left at your discretion.
- If the property is in poor decorative order you may be asked to restore it back to its original state. This includes dark colours, smoke stains and removal of wallpaper in a poor state.
- The property must be cleaned to an acceptable standard.
- If there is any general damage to the property this needs to be repaired. Any repairs which are Gloucester City Homes responsibility should be reported to us.
- Loft areas must be cleared of your belongings.
- The outside of your home should be well maintained with grass and hedges cut.
- When returning keys this includes any access fobs and window/garage/shed keys.
- Please contact your Income Officer to discuss closing your rent account. You must finish paying all rent before leaving the property and we may owe you a refund.

At the end of your notice period keys must be returned in person or by recorded post no later than 12 noon the day after your notice expires (usually a Monday). Until the keys are returned you will be responsible for all rent and service charges. All fobs must also be returned, usually two per home. Any approved alterations must be of a good standard when you leave and can remain in place.

Your rent account must be up to date prior to your Tenancy ending, on the agreed date, with Gloucester City Homes. Any outstanding rent or service charges that remain unpaid once you leave will make it difficult for you to rent from us or other landlords in the future.

If you leave your home below the standards described above you may be charged for any work we have to carry out to bring it up to the standard we expect.

## WHAT YOU CAN EXPECT FROM US

- Once we receive confirmation that you are leaving, we will arrange to inspect your property.
- At the inspection we will advise you of any work that you need to do before handing back the keys.
- When you have handed back the keys by the agreed time and date you must make sure that your property meets all the requirements that were discussed at your inspection. If work is outstanding we will have to charge you the cost of carrying the work out.

## FREQUENTLY ASKED QUESTIONS

### **If I receive Housing Benefit or Universal Credit , will you inform the Local Authority of my move?**

It is your responsibility to inform the local authority that you are moving and where you are moving to, this is to ensure your Housing Benefit, Council Tax records etc. are up to date and in order. It is also your responsibility to keep your Universal Credit claim up to date by informing relevant departments of any changes.

### **If I've overpaid rent when will I get this back?**

If you have over-paid we will refund you once the tenancy has been terminated and we have inspected your home. Please note that if we need to charge you for any work that we need to carry out then this will be deducted from your account.

### **Do I need to cancel my Direct Debit?**

Contact us and we will advise you as to when to cancel your Direct Debit payments. Please bear in mind if you cancel the Direct Debit too early then you may need to make rent payments by another means to bring your account up to date.

### **Can I keep anything in my property?**

No, all personal belongings including carpets will need to be removed, unless we have specifically granted permission. If you have any questions about this then please contact us to discuss.

### **How Can I dispose of items I don't want?**

If anything is broken or is to be thrown out and needs collecting you can arrange this directly with your Local Authority (Gloucester City Council). Only three items will be collected at one time and there will be a charge. Please contact them directly to arrange this on 01452 396396.

### **How do I set up a postal redirection?**

This needs to be set up using the Post Office website [www.royalmail.com](http://www.royalmail.com). Redirections can be set up for

three, six or twelve months at a charge. Please be aware it takes five days to be set up but can be set up as early as three months in advance. Please refer to their website for further information.

## **What if I am unable to clean or clear my home before I leave?**

Please contact us if you require details of cleaning companies which our customers have used in the past. They can assist with cleaning and rubbish clearance services.

## **What Council Tax do I have to pay?**

Whilst moving from one property to another, if you have 2 tenancies running at the same time, please bear in mind that you must pay Council Tax at both properties until you formally end the old tenancy.

Please contact Gloucester City Council if you have any queries about this by visiting <https://www.gloucester.gov.uk/council-tax/your-council-tax/property-discounts-and-exemptions/> or calling the Revenues Department on 01452 396495.

## MOVING CHECKLIST

**Below is a list of some of the organisations you may need to contact to let them know you are moving. We recommend you contact all utility companies as soon as you know you are moving;**

- Gas and electricity suppliers for your old and new addresses. If there is any credit on your accounts we will pass it on to you.
- Water supplier.
- Telephone company (landline, mobile and internet).
- Post Office to redirect your mail.
- Bank/Building Society/Credit Card company.
- The DWP if you claim benefits.
- Insurance providers.
- The Council regarding Council Tax.
- Inland Revenue.
- Doctor/Dentist/Optician.
- The DVLA.
- TV Licensing.
- You may wish to inform your neighbours that you are moving.

## USEFUL CONTACTS

■ Tewkesbury Borough Council	01684 295010	<a href="http://www.tewkesbury.gov.uk">www.tewkesbury.gov.uk</a>
■ Gloucester City Council	01452 396396	<a href="http://www.gloucester.gov.uk">www.gloucester.gov.uk</a>
■ Cheltenham Borough Council	01242 262626	<a href="http://www.cheltenham.gov.uk">www.cheltenham.gov.uk</a>
■ Cotswold District Council	01285 623000	<a href="http://www.cotswold.gov.uk">www.cotswold.gov.uk</a>
■ Stroud District Council	01453 766321	<a href="http://www.stroud.gov.uk">www.stroud.gov.uk</a>
■ Recycle for Gloucestershire	01452 426600	<a href="http://www.recycleforgloucestershire.com">www.recycleforgloucestershire.com</a>
■ Severn Trent Water	08457 500 500	<a href="http://www.stwater.co.uk">www.stwater.co.uk</a>
■ British Gas	0800 048 0303	<a href="http://www.britishgas.co.uk">www.britishgas.co.uk</a>