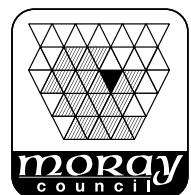


Ending your tenancy with us



Alternative formats

If you need information from Moray Council in a different language or format, such as Braille, audio tape or **large print**, please contact:

إذا كنتم في حاجة إلى معلومات من قبل مجلس موراي وتكون بلغة مختلفة أو على شكل مختلف مثل البراي، أسطوانة أوديو أو أن تكون مطبوعة باستعمال حروف غليظة فالرجاء الإتصال ب

Je i pageidaujate tarnybos Moray tarybos teikiama informaciją gauti kitokiu formatu, pvz., Brailio raštu, garso įrašū ar stambiu šriftu, kreipkitės:

Jeśli potrzebuj Państwo informacji od Rady Okręgu Moray w innym formacie, takim jak alfabet Braille'a, kasety audio lub druk duża czcionką, prosimy o kontakt:

Se necessitar de receber informações por parte do Concelho de Moray num formato diferente, como Braille, cassete áudio ou letras grandes, contacte:

Ja Jums vajadzīga informācija no Marejas domes (Moray Council) citā valodā vai formātā, piemēram, Braila rakstā, audio lentā vai lielā drukā, sazinieties ar:

اگر آپ کو مورے کونسل سے کسی دیگر زبان یا صورت میں معلومات درکار ہوں مثلاً "بریلے، آڈیو ٹیپ یا بڑے حروف، تو مہربانی فرما کر رابطہ فرمائیں:

Housing & Property
Moray Council
High Street, Elgin, IV30 1BX

0300 123 4566

housing@moray.gov.uk

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Ending your tenancy

We want to make sure that you can move out of your home with as little fuss and expense as possible. This leaflet will give you advice on what to do when you want to give up your tenancy. If you do not follow the advice in this leaflet you may have to pay to put right any problems that you are responsible for. Your responsibilities at the end of your tenancy are set out in your tenancy agreement.

Giving us notice that you want to end your tenancy

If you have not already done so, you must give us at least 28 days' notice in writing. If you are transferring your tenancy, you must give us at least 7 days' notice in writing. Please ask for a 'termination of tenancy' form by phoning, visiting, or writing to us, or you can download a form from our website at www.moray.gov.uk. Contact details for your local area offices are at the end of this leaflet.

If you do not give us notice, or you hand your keys in early, we may charge you rent for the full notice period.

Your tenancy will end 28 days after we receive your written notice (at least 7 days if you are transferring). We will write to you and tell you the exact date.

You must tell every person who lives in your home that you are ending your tenancy. Every person over the age of 16, including your husband, wife or partner, must sign the tenancy termination form to confirm that you have told them that you are ending your tenancy. You must also tell any lodger or subtenant.

What happens next?

We will arrange to inspect your home to make sure it is suitable to be let out again to other tenants. You should let us into your home before you move out. During the inspection we will:

- agree the condition that you must leave your house in;
- identify any repairs that we are responsible for and any which you are responsible for;
- identify if you have made improvements or alterations that we approved. (in this case you might be entitled to compensation for improvements. If you are, you must apply within 21 days of ending your tenancy).

Your rent

You must pay your rent up to the end of your tenancy. If you do not, this may affect any future application you make for housing. If you receive a benefit that helps to pay your rent such as housing benefit or Universal Credit, it will stop on the day your tenancy ends. Your Housing Officer will confirm this to you in writing.

If the tenancy ends as a result of a death

When a tenant dies and no one is entitled to take over the tenancy, the tenancy will end. We will give relatives a weeks' rent free grace period, beginning on the date of the tenant's death, to empty the home. You must give us all of the keys to the home by the end of this period, unless we have agreed for you to return the keys at a later date. We will charge rent for a further period if we do not receive the keys on time. For more information please see our leaflet 'What to do if a council tenant dies'.

What condition must the property be in?

Your tenancy agreement explains the condition you must keep your home in. Your responsibilities include the following:

- You must carry out any repairs you are responsible for. These repairs must be up to our standard or we will carry out the repair and charge you for it. Examples of repairs you are responsible for include:
 - replacing broken or cracked glass in windows;
 - repairing holes in plasterwork;
 - unblocking toilets and drains blocked as a result of misuse; and
 - carrying out any other repairs needed as a result of neglect or misuse.
- You must make sure you leave your house clean and tidy and decorated to a reasonable standard;
- You must remove all of your belongings including furniture, personal belongings, and any items you do not want, including rubbish. You must make sure you clear any loft, outbuilding or garden. You must not leave any items or rubbish in the garden or shared areas. We will not accept responsibility for any items left behind and will get rid of them. We will charge you for removing the items;
- You must make sure your garden is tidy and in good order. If we need to tidy the garden before we can let the property out again, we will charge you for the cost of this work.
- You must remove any fixtures and fittings you have installed (unless you had our written permission to install them) and put right any damage caused by you doing this.

What happens if your home does not meet our standard?

We will give you the chance to carry out the work needed for your home to meet our standard before your tenancy ends. If you do not, or if the work you do does not meet our standard, we will carry out the necessary work and charge you for it. Under your tenancy agreement you will be responsible for paying this. Any debt you leave may affect any application you make for housing in the future.

Your gas, electricity and phone supplies

You should tell your gas and electricity suppliers that you are leaving and arrange for them to read your meter(s). They will then send you a final bill.

Meters must be left free of debt. If you have a pre-payment meter (card or key meter), it is important that you leave the card/key at the property when you leave.

You should make sure your phone is disconnected so that you know your contract has ended and you cannot be charged for any more calls or line rental.

Forwarding your post

You should make sure everyone who needs to know has your new address. You can arrange for the Post Office to redirect your mail for you after you leave. Charges for this depend on how long you use this service. We will not be responsible for any post arriving at your home after you move out.

Handing in your keys

You must return your keys to us by 12 noon on the day after your tenancy ends. If you do not, we will continue to charge you rent. We may also charge you for the cost of us replacing any locks.

Once your tenancy has ended

When you have returned your keys to us, we will arrange for a full inspection of the property to identify any repairs needed before we can let it to a new tenant. This will happen within two days of us receiving your keys. If we find any repairs that you are responsible for, or have to remove any of your belongings from the property, we will charge you for this work. We will write and tell you about anything you will be charged for. Examples of things that we may charge you for include:

- emptying a property – this includes removing household items and rubbish.
- emptying a garden – clearing the garden of any rubbish.

Any debt you leave may affect any application you make for housing in the future.

For all housing enquiries:

Housing and Property

The Moray Council

PO Box 6760

Elgin

IV30 9BX

Phone: 0300 123 4566 email: housing@moray.gov.uk

Emergency out of hours: 03457 565656 (5pm-8.45am and weekends)

Or visit any of our access points:

Buckie Access Point
13 Cluny Square
Buckie
AB56 1AJ

Forres Access Point
Auchernack
High Street
Forres
IV36 1DX

Elgin Access Point
Council Office
High Street
Elgin
IV30 1BY

Keith Access Point
The Resource Centre
26 Mid Street
Keith
AB55 5AH

We try to review our leaflets regularly to make sure you have the most up-to-date information, however the contents of this leaflet is only correct at the time the leaflet is published.

For more information or advice contact us on 0300 123 4566 or visit our website at www.moray.gov.uk.

