

# Terminating Your Tenancy / Moving Home



**This document provides you with information on the process of terminating your tenancy with us, the options available to you and the standard we require the property to be in when you leave.**

## **Moving To Another Home**

### **Internal Transfers.....**

As a Calway tenant you may wish to move to another home within the Association's area. You may wish to move to a smaller or larger home to suit your needs e.g. ground floor flat due to medical reasons There are various options available to you.

You can complete a Housing Application Form, which is available from the Association's office to apply for a move to another Calway property.

You can also make an online application by visiting our website and following the link "How to Apply for Housing" on our website [www.calway.org.uk](http://www.calway.org.uk)

If you wish to move to another area out with Calway area then you could need to make a direct application to the relevant landlord (s) in the area of your choice.

### **Exchanging homes.....**

If you wish, you may swap with another Calway tenant, a tenant of another Housing Association, Local Authority or other Housing organisation, subject to the prior written consent of both landlords being obtained. Such a swap is called a mutual exchange. Many of the rules relating to new applicants applying for a home with the Association will apply to mutual exchange tenants too. The house you wish to move to must be suitable to your needs. You will generally be responsible for finding someone that you wish to swap with, unless you want to move within the Calway area, in which case we may be able to assist you.

### **Mutual Exchange.....**

You have the right to apply to exchange or "swap" your home with a tenant of any housing association or local authority. You and the person you wish to exchange with must receive the consent of both landlords. There may be certain circumstances where we will not give permission for an exchange to go ahead, e.g. when the exchange is not suitable for the needs of the family. If you are refused an exchange, you will be notified in writing.

Some of these examples are:

- If you have served with a Notice of Proceedings which is still valid. For example due to you not paying your rent.
- If the property has been designed or adapted for someone with special needs.
- Where the property is too big or too small for either party.

## Terminating Your Tenancy

If you wish to give up your Association tenancy you will need to sign a "Termination Notice" at least 28 days before you leave your home. If you don't know exactly when you are moving out please give an approximate date and confirm the final date when you know it. If you leave without telling the Association or do not return keys to the Association you may be charged additional rent. **The Termination Notice can be sent either through the post and email or you can provide a letter with the estimated leaving date and note of forwarding address.**

If you are married, in a civil partnership or if you live in the house with another person as husband and wife, their agreement may also be required.

Don't forget to contact other agencies to tell them that you are leaving, such as the utility companies that supply your gas and electricity, as well as your telephone, TV and internet suppliers and the Council Tax office.

**Please refer to your signed tenancy agreement for further information.**

Prior to leaving the property:-

- Your Housing Officer will visit your home and carry out an inspection of the property. This is called a pre-termination visit and, as part of it, your Housing Officer will advise you of any visible repairs that are required that are your responsibility. You must complete these within the pre agreed timescales: we will then re-inspect these ensuring they are of a satisfactory standard. If you fail to complete the works or they are on an unsatisfactory standard, we will carry out the works and recharge you.
- After the inspection, you may be asked to remove, or return to the original state, any alterations that Calvay HA did not approve.
- When you leave the property you must remove all furniture and floor coverings.
- If you have a lot of rubbish that needs to be removed you should make arrangements for it to be taken away and ensure any wheelie bins are filled in accordance with the Local Authority Guidelines.
- Any incorrect items in or left out the wheelie bins will be removed and the costs

recharged to you.

In the case of a deceased tenant, a period of two weeks is allowed for the next of kin to remove personal effects from a deceased relative's home where they have been the sole tenant. However, if a solicitor wishes to retain keys for any purpose then the rent charged against the deceased tenants' estate.

### **Returning Your Keys and Fobs**

Your keys and fobs must be handed into the office before 12 noon on the day you are ending your tenancy so that we can arrange for the property to be secured. You must hand in all copies of your keys or you could be charged.

If you do not hand in your keys at the end of your tenancy, you will continue to be charged for the rent and if we have to force access you will be recharged for the costs.

### **Refund of Credit On Rent Account**

If you have a remaining credit on your account when you hand in your keys, you will be refunded once your property has been inspected. If there are any rechargeable repairs the cost of these will be deducted from your credit amount.