



Moving Out



Please tell us why you are leaving

I/we are moving to (please tick one box)

- ☐ Private rented sector property
- ☐ Residential care/care home
- ☐ Another Housing Association or Local Authority property
- ☐ Another Curo property
- ☐ Buying a property
- ☐ Moving in with friends or family
- ☐ Other, please state below

Reason for leaving (please tick one box)

- ☐ Property too small
- ☐ Moving to receive support
- ☐ Property too big
- ☐ Relationship change
- ☐ Medical reasons
- ☐ Financial reasons
- ☐ Rent too high
- ☐ Moving for work
- ☐ Moving from anti-social behaviour
- ☐ Moving closer to family
- ☐ Other

Ending your tenancy

(Social rent tenancies)

If you would like help with completing the attached form or have any questions, please call us on 01225 366000 or email: lettings@curo-group.co.uk

Giving notice

When you want to end your tenancy, you must give Curo four weeks' notice in writing. There is a form at the end of this leaflet that you can use to do this.

You can end your tenancy on any day of the week, but you must give a full four weeks' notice.

Joint tenants – generally where there is more than one tenant, at least one tenant must sign the notice. One tenant can give notice and this will end the tenancy for all other tenants.

The property must be empty when you give it back to Curo.

If your tenancy has an end date, it is a fixed term tenancy and there is a different process to follow. If you're unsure what type of tenancy you have, contact us.

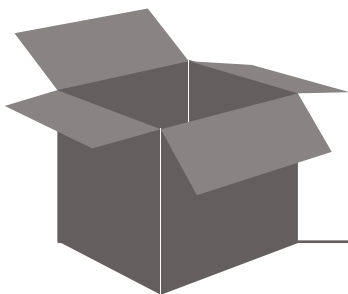
Fixed-term tenancies

To move out on the end date, just hand back the keys.

To end your tenancy before the end date, you must give us at least four weeks' notice in writing. This is known as a Notice to Break.

The notice must be signed by all tenants.

There are restrictions on whether you can give us this kind of notice if you are in arrears or in breach of the terms of your tenancy agreement and you will need to get our agreement in these circumstances. We'll write to you to confirm if we will accept your notice.



What happens next?

After we receive your notice:

- We'll visit you to inspect the property and let you know if you need to do any repairs, cleaning, decorating, or any other work before you move out.
- We'll write to you to confirm what we agreed at the inspection.
- You must then do the works agreed before you move out.
- We'll collect the keys from you on the day you move out.
- We'll inspect the property after you leave. If we have to do work that you agreed to do or we have to give a decoration allowance to the new customer, we will do this and send you a bill.

Property condition

We'll discuss the condition you need to leave the property in when we come to visit. The key points are:

Gas and electrical fittings

- If you have put in your own electrical fittings (e.g. lights, shower) you will need to show us a certificate from a qualified electrician to confirm the changes are safe. If we have to have them checked, we will charge you for this.
- If you remove your own fittings, you must replace them with standard fittings and make good any damage to decoration etc...
- If you provided your own gas fire, this must be removed by a qualified fitter and the gas must be capped off.

Doors

- External doors should be in good condition and work properly. A full set of keys must be returned to us. We will charge for missing keys and any lock changes necessary as a result.
 - Internal doors should be in good condition with fully working handles, latches and catches. Doors must be replaced where they have been removed.
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Moving out

Cleaning and clearing

- The property needs to be clean and tidy.
- There needs to be no rubbish left at the property, including loft, garden, sheds or other outbuildings.
- Please remove all your belongings from the property, unless we've agreed you can leave an item for the next tenant. Anything you leave in the property at the end of the tenancy will be accepted as a gift by us and disposed of. We'll charge you for this.

Kitchens

- Kitchen units must match and be free from holes, chips and cuts.
- Please leave work tops should be in a good condition with no significant chips, cuts, burn marks or stains.
- Your cooker and other appliances must be safely disconnected and removed.

Bathrooms

- Baths and basins must be in good, clean condition.
- Toilets need to be clean and free from limescale.

- Electric showers must be in good working order (see gas and electrical fittings).

Floors

- If we agree that you can leave carpets or other flooring behind, they must be in good condition.
- If you remove carpets, you should also remove any carpet gripper and make good any damage to floor tiles.

Decoration

- Woodwork must be clean and unmarked.
- Please make sure ceilings and walls are clean, smooth and without holes, dents or significant marks. Paint must be the same colour all over.
- Any wallpaper should be clean, properly fitted and free from rips, scratches or smoke stains.

Fitted wardrobes, shelves, cupboards etc...

- Where these are in good condition, and we agree, they can be left behind for the new customer.
 - If we ask you to remove them, you must repair any damage to walls, floors and ceilings.
-

Moving out

Structural alterations

- If permission was granted for structural works they can usually be left in place, provided they are in good condition and we agree.
- Large structures such as conservatories can only be left in place if they are properly installed and in good condition.

Gardens

- Please leave gardens tidy, with grass cut and hedges and trees trimmed.
- They must be free from rubbish, rubble and animal faeces.
- Ponds must be filled in.
- Sheds and greenhouses may be left if they are in good condition and we agree.

Returning the keys

We will always try to collect the keys from you at the property. If this isn't convenient, we may agree for you to return them to our offices. If you're returning keys to our offices, these must be received by 12 noon on the day your tenancy ends. If keys are late, we may charge you for use and occupation of the property until they are returned.

If you want to return the keys before the tenancy end date, we will accept them early. If we are able to relet the property before the tenancy end date, rent will only be charged up to the date the property is re-let.



If you owe us money when you leave

If you owe us money for rent, repairs or cleaning to your property when you leave, we'll send you a bill. If you do not pay what you owe, or do not make an arrangement to pay us back over time, we will take court action to get the money back. If we get a court order (CCJ) this will cost you extra money, and it might make it harder for you to get credit or accommodation from other landlords in future. Most landlords will not house people who have housing debts with other landlords.

If you've gone into residential care

- If you go into residential care, you still have to give 4 weeks' notice to end the tenancy.
- Housing Benefit will end as soon as your stay in residential care is confirmed.
- The tenancy should not be terminated until your stay in residential care is confirmed as permanent.

If you're acting on behalf of someone who has died

We have a separate leaflet detailing what to do if you are ending the tenancy of a deceased tenant. There is a different notice form to complete.



Notice to Quit

Social or Affordable Rent Tenancy

Note - This form is to be completed by the tenant(s) leaving the property, and should not be used for fixed term tenancies, transfers or deceased tenants.

I/We give four weeks' notice to end the tenancy (give Notice to Quit) of:

(address)

on: 20 (tenancy end date)

being at least four weeks' notice. Notice will not start until the written notice is received at a Curo office.

I/We also in this notice gift any belongings left in the property on or after the termination date to Curo. I/We authorise Curo to remove and dispose of any belongings left in the property at their discretion. I am/We are aware that I/we will be charged for this.

I/We understand that by signing this notice, the effect will be to end the tenancy for all joint tenants.

I/We understand that if the keys are not received by Curo by 12 noon on the tenancy end date, I/we will be liable for further rental charges.

Signed (tenant)		Signed (joint tenant)	
Print name		Print name	
Date		Date	

My/our telephone number is:

My/our e mail address is:

My/our forwarding is:.....

To help your move go smoothly, we will meet you at your home to inspect the property and agree final arrangements for collecting keys. We will call you to arrange this. Alternatively you can contact us on 01225 36600.

If you rent a Curo garage or parking space please complete a separate termination form to end the tenancy.

Please tell us why you are leaving (see over)



**NEED
HELP?**

Book it, pay it, check it - get things done quicker at MyCuro
curo-group.co.uk/mycuro

Live chat, Facebook, Twitter, email & more
curo-group.co.uk/contact

T: 01225 366000

Visit us in Bath, Keynsham and Midsomer Norton.
Addresses and opening hours online.

If you would like this information in an
alternative format please get in touch.