

# Renting with Curo

## Ending a tenancy

### Giving notice

If you want to end your tenancy, you'll need to provide us with your 28 days' written notice. We'll process this as soon as it's received, and you'll be contacted by a member of the Curo Lettings team. We'll agree a tenancy end date with you and arrange what we call a 'pre-void inspection'. It can take place remotely by video call or, in some circumstances, we can visit the property to do this.

### Inspecting your home

Our pre-void inspection is a brief inspection of your home to ensure there's no damage to the property other than the usual wear and tear, and to check that no unauthorised works have taken place. If damage to the property is found, we may ask you to fix this before you move and, in some cases, you may not be able to transfer to another Curo property until unauthorised works or damage are made good.

### Handing keys back

When we receive your 28 days' notice and contact you to discuss the ending of your tenancy, you will need to return the keys to our main office at The Maltings in Bath or you can send them there by recorded delivery.

Your property and garden (if you have one) must be left clear and clean. If you leave anything behind without our agreement you will be charged for the clearance.

## Starting a tenancy

### Viewing our homes

To keep everyone safe and avoid having people in the same place at the same time, we're carrying out virtual viewings. Normally a Curo colleague will video-call you from within the property. You can ask questions and will be shown round the property on the video call. We may also be able to send you a video of the property.

### Sign-up and tenancy agreements

Our sign-up process is now digital. This means the way you receive and sign your tenancy agreement and other documents is now electronic. We use a system called Sign Request to digitally send you the documents by email. You can then sign these documents online and they will be sent back to us, with no need to print and post or bring in documents.

### Key collection

Once you've signed your new tenancy agreement and received all other relevant documents from us, you're ready to move in to your new home. Our key handover process has changed. We now install a key safe at the property and leave the keys in the safe. Once all the paperwork is out of the way and the tenancy start date has arrived, we'll provide you with the key safe code so you can head to the property and move in. We will then arrange with you the removal of the key safe.

# The next steps

From being matched to moving in to your Social or Affordable Rent Curo home.

