



Moving Out

Ending a social rent tenancy



Ending your social rent tenancy

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

Giving notice

Most tenancies require a four week notice period. Tenancies such as fixed -term may have a different notice period- please refer to your tenancy agreement to check this.

Notice can be in writing or an email from the email address we hold for you. There's a form at the end of this leaflet to fill out, where you can use to do this.

If you are emailing us please send the form to:

endtenancy@curo-group.co.uk

Please include the following information on your notice:

- Full name
- Address of property
- Reason for leaving
- Date you'd like to end the tenancy on

If in writing please include your signature.

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.

Some Joint tenancies need written notice from both tenants so please check your tenancy agreement or contact us if you are not sure.

Tenancy end dates for joint tenancies will need to be set for the Sunday following the full 4 weeks

Moving out

What happens next?

After we receive your notice:

- We'll let you know if you need to do any repairs, cleaning, decorating, or any other work before you move out.
- If we have asked you to put something right, we may inspect this before you move out.
- The property (and any garden) must be clean and clear when you leave.
- We'll let you know how to return the keys.

Property condition

Please see the key points below which tell you how you should leave your home:

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 installed 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.
- **Internal doors** should be in good condition with fully working handles, latches and catches. Doors must be replaced where they have been removed or damaged. We do not allow internal doors with glass so these must be replaced with a standard door.

Moving out

Cleaning and clearing

- The property needs to be clean and tidy.
- Do not leave any rubbish in the property, including loft, garden, sheds or other outbuildings.
- Please remove all your belongings from the property.
- 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.
- 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.
- All outlets should be free from blockages.

Floors

- We will let you know if you can leave carpets or other flooring behind.
- If you remove carpets and you are unsure about causing any damage to tiles below please contact us so we can check for asbestos and arrange to help.

Decoration

- Woodwork must be clean.
- Please make sure you fill in any holes when you remove picture hooks, brackets or shelves.
- Walls and ceilings should be clean. Stains, holes or damage could be charged.



Moving out

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.

Changes you've made to the property

- If you have made any alterations to the property with prior written consent from Curo (for example, installing kitchen units, electrical fittings, or flooring), you must ensure that these alterations meet the agreed standards when you move out
- Any changes should either be left in a safe and acceptable condition or returned to the original standard as agreed.
- If alterations were made without consent, Curo may require you to remove them and restore the property to its original condition. Failure to do so could result in charges for repair or replacement.

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 may be left if they're in good condition with our agreement.

Pests

Please ensure your home is free from pests such as fleas as you may be charged if we have to treat the property when you leave.

Returning the keys

- 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 will charge you rent until they are returned. Tenancies can't be ended until keys are returned.
 - If posting the key in we recommend using a tracked postage and keeping the proof of postage.
 - We can arrange to collect keys in person. Please get in touch if you need us to do this.
-

If you owe us money when you leave

- We will contact you during the notice period to discuss the balance on your account.
- If you have a credit at the end of your tenancy we will discuss with you how we can refund this to you.
- If you owe us money we will ask you to clear this balance in full before you leave. If you are unable to do this we will make an arrangement with you to pay this back over time.
- If future payments are missed we will contact you, will search for future addresses and look at referring the debt to a debt recovery agency or consider applying to the court for

County Court Judgement

Most landlords will not house people who have housing debts with other landlords.



Money worries?

Please contact us immediately if you have any problems call our Customer Accounts team on: **01225 366316** or email: **customeraccountshelp@curo-group.co.uk**

If you're moving into residential care

- If you are moving into residential care, you still have to give four weeks' notice to end the tenancy.
- Housing Benefit or Universal Credit will end as soon as your stay in residential care is confirmed.
- We will contact you during the notice period to discuss the balance on your account, or your third party if you would prefer we discuss with them.
- The tenancy should not be terminated until your stay in residential care is confirmed as permanent..



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

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

- | | |
|--|---|
| <input type="checkbox"/> Private rented sector property | <input type="checkbox"/> Residential care/care home |
| <input type="checkbox"/> Another Housing Association or Local Authority property | <input type="checkbox"/> Another Curo property |
| <input type="checkbox"/> Buying a property | <input type="checkbox"/> Moving in with friends or family |
| <input type="checkbox"/> Other, please state below | |

.....

.....

.....

Reason for leaving (please tick one box)

- | | |
|--|--|
| <input type="checkbox"/> Property too small | <input type="checkbox"/> Moving to receive support |
| <input type="checkbox"/> Property too big | <input type="checkbox"/> Relationship change |
| <input type="checkbox"/> Medical reasons | <input type="checkbox"/> Financial reasons |
| <input type="checkbox"/> Rent too high | <input type="checkbox"/> Moving for work |
| <input type="checkbox"/> Moving from anti-social behaviour | <input type="checkbox"/> Moving closer to family |
| | <input type="checkbox"/> Other |

Which utility providers are you with?

- Gas
- Electricity

Please email the filled out form to:
endtenancy@curo-group.co.uk

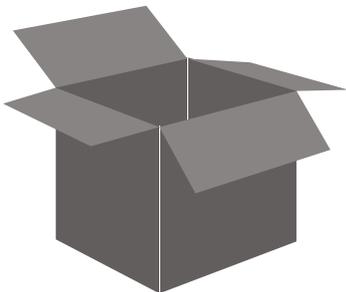
or post back to:
Curo The Maltings, River Place,
Lower Bristol Road, BATH BA2 1EP



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. Please contact our Tenancy Management Team who will be able to assist you.

Please email us on:
tenancy.management@curo-group.co.uk





**NEED
HELP?**

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

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

T: 01225 366000

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