



Moving Out

Ending a social rent tenancy



Ending your social rent tenancy

If you would like help with 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 is a form at the end of this leaflet that you can use to do this.

If emailing please send to:
endtenancy@curo-group.co.uk

Please include the following information on your notice:

Full name, address of property, reason for leaving, the date you would like to end the tenancy on.

If in writing 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

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 confirm what we agreed at the visit.
- You must then do the works agreed before you move out.
- The property (and any garden) should be clean and clear when you leave.
- We'll be in touch to arrange how to return the keys.

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.
-

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.
- 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 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 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.
-

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.

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

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 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 also arrange to collect keys in person. If you are transferring keys will be collected in person. Please get in touch if you are not able to return the keys to the office and we can arrange another way.



Moving out

If you owe us money when you leave

Money matters

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.

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 (see over)

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

Which utility providers are you with?

- ☐ Gas
- ☐ Electricity

Please return this 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 for help with this or email

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

T: 01225 366000

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