



Ending your tenancy

What you need
to know

How to end your tenancy

- You must give 28 days notice in writing to the Association or complete and return the enclosed tenancy termination form
- If the tenancy is in joint names then both tenants must sign the notice
- Ensure you supply us a forwarding address

It is important to remember that any entitlement to Housing Benefit/ Universal Credit housing costs will end as soon as your tenancy legally ends. If you move out before the tenancy ends, Housing benefit/ Universal Credit housing costs will also be ended on the date you leave.

You may be entitled to claim for 'Two Homes' payment if you have to take up a new tenancy before your existing one ends. Please contact your local Council directly to ask about this.

What happens once Viewpoint receives your Termination notice

We will write back to you confirming the following details

- Your expected tenancy end date
- When and where your keys should be returned
- Your responsibilities in relation to decoration and cleanliness.
- Any charges you are due to pay

Your Housing Officer or Housing Support Coordinator will contact you to arrange an inspection of the property. During your inspection visit you will be advised of any repairs, redecoration, and reinstatement of alterations that you have to carry out prior to handing in your keys. Failure to carry out any work requested by your Housing Officer/Housing Support Coordinator may result in you being recharged for work the association carries out.

What you should do before you hand your keys in

- Make arrangements to have your rent, any rechargeable items or legal expenses as detailed in your termination letter fully paid and up to date.
- Make arrangements to carry out any repairs, cleaning, rededication and the reinstatement of alterations to the property as requested by the Housing Support Coordinator or Housing Officer at the inspection date.
- Have your mail redirected to your new address
- Make arrangements for the uplift of any rubbish or items you intend to dispose of prior to moving
- Make removal arrangements and ensure that all your belongings are removed from the property, including carpets, white goods/ appliances and furniture.
- Contact your Gas and/or Electricity supplier and advise them of your final meter readings.
- Contact the Local Authority Housing Benefit Department / Universal Credit, to advise them of your move and get advice on any new claims you require to make
- Apply for Compensation for any qualifying improvements you have made (see enclosed leaflet)

It is important that you leave the property in a 'lettable condition' that is, a good, clean condition with all personal items removed. During your period of notice Viewpoint may seek your agreement to allow an Energy Performance reading to be performed, we may also ask your permission to allow incoming applicants to view the property.

Handing in your keys

- All keys issued to you are to be returned to your Housing Coordinator or to Viewpoint's Head Office at 4 South Oswald Road, Edinburgh, on or before the termination date
- Any missing keys may result in you being charged for a lock change
- Please note that rent will continue to be charged until you return the keys
- If keys are returned early you will still be charged up to your termination date

What happens if the tenant dies?

In the event that the tenant dies and the tenancy is not passing to someone else, the tenancy ends on the day of the death.

Viewpoint can accept a letter terminating the tenancy from the following :-

- Next of Kin
- Members of the immediate family
- Executor - evidence confirming your appointment as executor must be provided
- Power of Attorney - evidence confirming your Power of Attorney must be provided

Please be aware that all rent charges will be charged up to and including the day the keys are returned for the property.

What does 'lettable' actually mean?

This is the standard the property must be in before it can be offered to a new tenant. Your tenancy agreement makes it clear that you are responsible for the internal decoration of the property and also to keep it in a clean and habitable condition.

The standard of decoration and cleanliness a vacated property should be left in is detailed on the next page.

Decoration

- Woodwork must be clean, in good condition and washed down
- If you have put up wallpaper, it must be clean and not ripped or marked
- When you remove furniture (including picture frames), there must not be marks left on the walls (commonly from cigarette smoke)
- If your walls are painted, they must be clean and washed down.

Kitchen

- All Drawers, cupboards and worktops must be cleaned thoroughly and emptied
- All white goods and appliances must be removed