

# Tenants' Information End of Tenancy Advice



## Ending your tenancy

If you want to end your tenancy, including if you are transferring to another social rented property, a tenancy termination (Notice to Quit) form must be completed giving at least four weeks' notice to end a tenancy, unless you are the Executor of a sole tenant who has died, in which case you must give at least two weeks' notice to end the tenancy.

If you are the Executor of a sole tenant who has died, you will be asked to provide proof of your relationship as NOK and/or executor such as probate/letter of administration. You should also be aware that rent is charged to the estate of the late tenant until the keys are returned. Please note, Housing Benefit ceases from the date of death.

The tenancy termination form can be found at [www.babergh.gov.uk](http://www.babergh.gov.uk) or [www.midsuffolk.gov.uk](http://www.midsuffolk.gov.uk). Alternatively, you can contact us on 0300 123 4000.

## Inspecting the property

Once we have received notice, an inspection of the property will need to be carried out by a Council officer prior to the tenancy ending. Please telephone 0300 123 4000 to arrange an appointment.

The purpose of the visit is to carry out a full inspection of the property. Whilst inspecting the property the officer will discuss with you any items you are required to remedy to avoid incurring any charges.

## Clearing the property

Before returning the keys to the Council you must ensure that your home and garden, including the loft and any garages or sheds, are clear of all items including furniture, carpets and rubbish. The Council operates a bulky collection service for which there is a charge. To arrange a collection please call 0300 123 4000. Alternatively there are Household Waste and Recycling Centres at the following locations:-

Crockatt Road, Hadleigh, IP7 6RH

Old Bury Road, Stowmarket, IP14 3QB

Sandy Lane, Sudbury, CO10 7HG

Portmans Walk, Ipswich, IP1 2DW

Good quality furniture can be recycled or re-used.

- [Ipswich Furniture Project](#) Telephone: 01473 404004 or email: [service@ipswichfp.org](mailto:service@ipswichfp.org)
- [Gate House Furniture Project](#) Telephone: 01284 754967 or email: [info@gatehouse.org.uk](mailto:info@gatehouse.org.uk)
- Addullam's Cave Stowmarket charity will take away furniture. Telephone: 01449 770082
- British Heart Foundation will take good quality furniture and working electrical goods. Telephone: 01473 365560
- [FIND \(Families in Need\)](#) – will take furniture. Telephone: 01473 833351
- St Elizabeth Hospice will collect good quality furniture but no white goods, free of charge, from both Babergh and Mid Suffolk areas. Telephone: 01473 744080
- Place items free on [www.freecycle.org](http://www.freecycle.org) where there is a network of people recycling items locally
- [www.tradelleftovers.com](http://www.tradelleftovers.com): This site provides **free** listings for your leftover building materials, helps you to find surplus stuff you could use - locally and cheap! Helps to reduce unnecessary waste in the building industry.
- [www.recycle.co.uk](http://www.recycle.co.uk): This site provides a **free service** for both Charities and members of the public

## Charging for repairs and clearance

You will be charged for any costs incurred by the Council to clear the property or carry out repairs required due to damage or rectifying unauthorised alterations. This will include the cost of the works in addition to an administration charge and VAT. Typical costs are shown below but actual costs will be determined after the work has been completed.

Item	£: Amount
Clear property of carpets, curtains and small amount of furnishings.	£95.00
Provide a skip for clearance – Contractors time will be added to clear and load the skip.	£150.00
Labourer's hourly rate to carry out clearance.	£25.00
Clear garden rubbish (per cubic metre of waste).	£70.00
Clear garden shed/garage (first cubic metre £60.00 & £30.00 per additional m <sup>3</sup> ).	£60.00+ £30.00pm <sup>3</sup>
Clean property: Includes bathroom suite, kitchen units, worktop/ flooring, windows, doors and sweeping through complete property.	£120.00
Remove tenants own fixtures and fittings (per item) Includes shelves, mirrors, bathroom cabinets etc.	£15.00
Replace internal door to council standard specification.	£80.00
Repair internal door.	£49.76
Remove and dispose 'White Goods' (per item).	£30.00
Repair kitchen unit.	£20.00
Renew kitchen unit (minimum charge per unit).	£170.00
Force entry when keys lost + Renew locks (per door)	£70.00 Per door
Decorate small room	£250.00
Decorate living room/large room	£275.00
Renew bathroom sink	£207.58
Renew WC pan	£154.00
Repair WC Cistern	£65.54
Remove tenants own shed or greenhouse	£180.00
Renew Altro safety flooring when tenant has provided own covering and removed Council's flooring (£39.00 per m <sup>2</sup> )	£39.00pm <sup>2</sup>
Repair garage door	£49.89
Renew garage door	£770.67

### Garages

If your garage is included within your tenancy please return the keys for your garage with your house keys (these can be left in a kitchen drawer with any remaining house keys). If you have a separate tenancy for a garage and wish to terminate this, please complete a garage termination form online. This can be found at [www.babergh.gov.uk](http://www.babergh.gov.uk) or [www.midsuffolk.gov.uk](http://www.midsuffolk.gov.uk).

Alternatively, you can contact us on 0300 123 4000.

### Rent

The rent account for the property must be clear before the tenancy ends. If you are unsure how much you owe, please contact us on 0300 123 4000.

If you are in receipt of Housing Benefit, please ensure you have updated the Housing Benefits team with the details of your move, or if you wish to apply for a benefit overlap. You can do this online at [www.babergh.gov.uk](http://www.babergh.gov.uk) or [www.midsuffolk.gov.uk](http://www.midsuffolk.gov.uk).

Alternatively, you can contact us on 0300 123 4000.

### Gas and electricity supplies

Cards or electric keys should be returned with the keys to the property (these can be left in a kitchen drawer with any remaining house keys). Please remember to take final meter readings for your own records and inform your suppliers of the date your tenancy ends.

### Post

Please remember to arrange for your post to be redirected as the Council is unable to redirect mail. All post left at the property once the keys have returned will be destroyed.

# Below is some information which you may find useful in preparing for your move.

### Before you move

- Particularly if you are moving to a smaller property, start to de-clutter so you don't have to move things you no longer need
- Don't forget to clear outhouses, sheds, garages and lofts
- Run down the food in your freezer
- If you can, arrange for children and pets to be looked after on moving day

### Packing advice

- It is a good idea to label boxes with the name of a room in your new home e.g. kitchen, bedroom 1, bedroom 2 etc.
- Make sure things you will need in the first couple of days are readily accessible. This might include:-
  - A kettle!
  - Tea, coffee etc
  - Phones and chargers
  - Plate, mugs, cutlery
  - Medication
  - Toilet rolls
  - Food for moving day
  - Toiletries
  - Bedding



## A check list of people and agencies you may need to contact after you have moved

Services	Tick when completed
Council Tax	
Water company	
Gas	
Electricity	
Telephone / internet	
Mobile provider	
Cable/satellite provider	
Post office for mail redirection	
TV licence	
Benefits Agency	
<b>Motoring</b>	
Vehicle insurance company	
Vehicle registration – DVLA	
Driving licence – DVLA	
Breakdown service	
<b>Health</b>	
Doctor	
Dentist	
Optician	
Hospital if necessary	
Health Visitor	
<b>Financial</b>	
Bank or building society	
Insurance companies	
Pension company	
Employer	
Department of Work and Pensions	
Catalogue companies	
Credit card companies	
<b>Other</b>	
Schools	
Friends and relatives	
Deliveries such as milk and papers	

## Returning keys

During your notice period we will install a keysafe by the front door. You will need to place one front door key in the keysafe (the access code will be provided to you). Please leave any other keys in a kitchen drawer.

If the property is part of a Sheltered Scheme, you would be required to return the keys for the property directly to the Scheme Manager.

When returning any keys please let us know you have done this by emailing [yournewhome@baberghmidsuffolk.gov.uk](mailto:yournewhome@baberghmidsuffolk.gov.uk), especially if you plan to move out earlier.

Your keys must be returned (using the keysafe) by your tenancy end date. If they are not returned on time we will continue to charge you for use and occupation at the property.

**Please do not send any keys to the Council's Head Office or either of the Customer Access Points.**