

Ending your tenancy

Advice on moving home for council tenants



Housing and Constituencies

Our commitment to you...

Thank you for telling us that you are ending your tenancy and moving from your current home.

This booklet gives you advice which will help your move to run smoothly.

Customer checklist – important dates and information

Date your tenancy ends / /

Date of your pre-vacation visit

(We will visit your home before you leave to check that it is in good condition.)

Estimated rent due up to the tenancy end date

Weekly rent due

Property keys to be returned to

and to be returned by: Date: / /

Time:

Housing team

Phone number for help or advice

Useful phone numbers

Severn Trent Water

Refuse collection

Emergency repairs (24 hours)

0800 783 4444

0121 303 1112

0800 073 3333

Clearing out your property

If you're moving home, you may find that you have extra rubbish or furniture you need to get rid of before you move. You must leave your home and garden clean and tidy, and remove all furniture, clothing and rubbish. This includes any carpets or other floor coverings, unless you have permission in writing from your housing team to leave them behind.

If you live in a multi-storey block, your caretaker will explain how to get rid of rubbish and bulky items properly.



If your rubbish is collected in black bags every week, you can put a small amount of extra rubbish out to be collected. Put it into black plastic sacks, tie them securely and put them out with the rest of your rubbish on your normal collection day.

Don't forget to leave your property clean and tidy. This includes all kitchen units, worktops and bathroom appliances.

Getting rid of bulky items

You can get rid of household rubbish and bulky items (furniture, washing machines, fridges and so on) at one of the city council public waste disposal sites.

These are located at:

- Holford Drive (Perry Barr)
- Norris Way (Sutton Coldfield)
- James Road (Tyseley)

- Tameside Drive (Castle Bromwich)
- Lifford Lane (Kings Norton)

Environmental Services will collect up to six bulky items from your home, free of charge. To find out more, call **0121 303 1112**.

Please plan ahead to make sure that your home, garden or garage is left free of rubbish. If we have to remove any rubbish or bulky items left behind, we will charge you the cost of removing them.

Gas and electricity

Don't forget to contact your gas and electricity supplier to tell them the date you are leaving and your new address. If you have a credit meter, you will also need to take a meter reading as you leave and tell your supplier the meter reading to make sure that you are not charged for any fuel used after you leave.

Have you paid all your rent?

Under your conditions of tenancy, you must pay all rent and charges up to the end of

your tenancy (including rent owed from any previous tenancy.) Your tenancy will end after your four-week notice period has passed. You can contact the Rent Service on **0121 675 2006** to discuss your rent account and make arrangements to pay any outstanding debts.

If you move to another property during the notice period, you may not be entitled to Housing Benefit for both properties and you will be responsible for paying the rent on your old home.

If you don't pay the debts you owe, we will go to court to recover the debts. The cost of going to court will be added to the amount you owe. This may also mean you will have difficulty getting credit in the future and that you will find it difficult to get accommodation with us or another social landlord in future. Your right to buy could also be affected.

Repair or damage to your home

Your tenancy conditions explain that you must repair or replace any parts of your home that

have been damaged by you, a member of your household or someone you have invited into your home.

So if you remove curtain rails, for example, you must be careful not to cause any unnecessary damage – and you must repair any damage before you leave. We will charge you for any damage you cause to your home.

Your housing officer will arrange to visit you at home before you move to tell you about your conditions of tenancy and what repair work you need to carry out before you leave.

Improvements and installations in your home

You may have improved your home over time – fitting a shower, replacing light switches, and fitting your own doors or a satellite dish for example. You can take these with you – but you must replace the original items and repair any damage caused to the property as a result of removing the improvements. These repairs must meet the current safety and building regulations.

We may agree that you can leave some of the improvements you have made. We will talk to you about this before you leave. If you leave these items without permission and they are found to be unsafe, we will charge you for any improvement left at the property which we have to remove or replace.

Where do I hand my keys in?

You must take your keys to your local housing office or to where a housing service is provided (for example, a concierge). You should have two sets of keys. Details of the latest date and time that you can hand your keys in are found in the enclosed letter.

All keys to your property must be handed in. This includes all:

- front-door keys
- back-door keys
- window-lock keys
- garage keys (let as part of the tenancy)
- store-shed keys
- chute-room keys in multi-storey blocks

- key fobs and keys to the main entrance of a multi-storey block
- keys to shared gates and barriers.

When you hand your keys in, a member of the housing team will give you a receipt. We will only give you a receipt when you hand your keys to a housing team member. We will not give you a receipt if you send your keys through the post or drop them in the letterbox at a neighbourhood office.

You will be held responsible for any damage to the property until you have handed in the keys and received a receipt.

You must ensure vacant possession is given to Birmingham City Council. Everyone must have left the property when you move out.

You may be eligible for a £100 payment if you leave your property free from rubbish and meet specific criteria. For more details, contact your local Voids and Lettings Team.

What will happen if I don't return my keys?

It is important that you hand your keys in on time. If you don't, you will be:

- charged a further week's rent – this will not be covered by Housing Benefit; and
- charged the cost of changing any locks or replacing keys, including the cost of replacing the lock.

If you do not pay these costs, we will go to court to recover the debt.

This may mean you will have difficulty getting credit in the future and may also mean you will find it difficult to get accommodation with us or another social landlord in future.

And finally, when you leave your home, please check that:

- all doors are locked and secure
- the water is turned off at the stop tap
- all gas and electrical items are left in a safe condition

- the gas and electrical supply to the property is turned off at the meter and that you have recorded your last meter reading. You will also need to tell your gas and electrical supplier that you are moving.

Good luck with your move.

Who needs to know your new address?

When you move, you will need to give your new address to various people and organisations. The list below is a guide for you to use. Not all names on the list will apply to you and there may be other organisations that you need to tell.

- Department for Work and Pensions
- Council Tax Benefit Service (if you receive Housing Benefit or Council Tax)
- Your children’s school, college or university
- Phone company and mobile phone company
- Electricity, gas and water companies
- Company pensions
- Life assurance company
- Household insurance company
- Bank and building societies
- Post office accounts
- Premium Bonds and National Savings
- Savings accounts
- Credit card company
- Catalogues
- Hire-purchase company or rental company
- Hospital (if you have an appointment)
- Doctor, dentist, optician
- DVLA and car insurance company
- TV Licensing
- HM Revenue and Customs
- Cable and satellite television providers
- Societies and organisations you belong to
- Churches, mosques or other religious groups you are involved with.

This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقربائك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "نيبرهود أوفيس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

ARABIC

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরপূর্ণ আপনার একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে সাফাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

BENGALI

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

CHINESE

این اطلاعات بسیار مهم است. اگر محتوی این مدرک را نمی فهمید، لطفاً از یک دوست یا خویشاوندان آن که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که از طرف شما یا نیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداً برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

FARSI

Message important. Si vous ne comprenez pas ce document, demandez à un ami ou à un membre de votre famille qui parle anglais, de prendre contact en votre nom avec votre bureau de voisinage ou avec l'équipe du logement. Nous prendrons alors les dispositions nécessaires pour qu'un interprète soit présent.

FRENCH

نعم دهقه نووسینه گرنه. ننگر نام نووسینه تینگه شینت تکایه نام کاته داوا بکه له برادر نیک یان خز مینک، که به زمانی نینگلیزی دلوون، پویوندی بکات به نووسینگهی هاوسیتی "نایبرهود توفیسی" ناوچمکات یان به تیمی خانوو بیره له جیاتی تو. نام کاته نیمه هلمستین به ریکخستنی چاوپنیکو تینک لنگلنت وه به ناماد بیوونی و مرگری زمان.

KURDISH

Ważne! Jeżeli nie rozumiesz treści tego dokumentu, zwróć się o pomoc do przyjaciela lub krewnego, który mówi po angielsku, aby skontaktował się w Twoim imieniu z lokalnym Biurem Środowiskowym (Neighbourhood Office) lub wydziałem do spraw mieszkaniowych (Housing Team). Zalatwimy wtedy dla Ciebie tłumacza.

POLISH

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

PUNJABI

داویر مهم معلومات دی. که تاسی به دی سند نه پوهیری نومهربانی و کوری دخپل یوملگری یا خیلوان نه چه به انگریزی ژه خبری کولای شی غوبشته و کوری چه ستاسی له خواستاسی دسیمی نیبرهود آفس یا هوزنگ تیم سره په تماس کی شی. بیا به مونری ترجمان برابر کپرو چه ستاسی سره کتنه و کوری.

PUSHTO

Hadii aadan fahmin waxa kuqoran boog yarahan (warqadan) fadlan waydiiso qof saaxiibkaa ama qaraabadaada ah oo kuhadla afka ingiriisiga inuu kuu waco xafiiska dariska ee kuu dhaw (neighbourhood office) ama kooxda guryaha asaga oo adiga kumatalaya. Markaa kadib waxaan kuu balaminaynaa afceliye (turjubaan).

SOMALI

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دوست یا رشتہ دار سے کہنے کہ وہ آپ کی جانب سے آپ کے مقامی میسر ہوؤ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کر دیں گے۔

URDU

If you would like this leaflet in large print, Braille or on audio cd, please call 0121 675 0519.