

# Ending your tenancy

If you are thinking about ending your tenancy, these guidelines will help you understand the process. Please contact us if you would like more detailed information and we will send you a Termination Pack.

## How do I end my tenancy?

Your tenancy agreement requires you to give us four weeks' notice in writing.

The four weeks' notice period starts on the Monday after we receive your notice letter at Cottsway's offices.

## What happens when I have given written notice?

Once we have received written notice we will send you a Termination Pack, if you haven't already had one. It gives further information and advice about ending your tenancy.

We will also phone you to arrange for a property inspector to inspect your home, if this has not already been arranged.

We will send you a letter which confirms:

- » Your tenancy end date
- » Your current rent balance and weekly rent

An appointment time and date for inspection of your property.

## What will the visit involve?

We will carry out an inspection of your home to identify any repairs that may be needed or changes you have made to your home. If the repairs are your responsibility you will be expected to complete them before you leave the property. If you leave any repairs we will charge you for carrying out the work. If you do not rectify changes you have made you will be charged for this work as well.

If you are being offered a transfer to another Cottsway property, this offer may be withdrawn if you do not rectify damage to your home or if you don't assure us it will be left clean and tidy. The garden must also be left clear and tidy, and sheds and greenhouses removed. If not, we will carry out this work and charge you for it.

## Where and when do I hand in my keys?

All your keys should be handed in to the Cottsway office by 12 noon on a Monday immediately following your tenancy end date (or by 12 noon on a Tuesday following a Bank Holiday).

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If keys are not returned by 12 noon you will be charged a further week's rent. You can hand your keys in earlier if you wish but rent will be payable until the end of your notice period. It would be helpful to let us know if you want to do this.

### **What should I do if my move is delayed?**

If, for some reason, your move is delayed please let us know immediately and we can discuss a new date for keys to be handed in. You will be able to extend your notice but you must contact us to agree this change. You will be responsible for paying further rent, due at a weekly rate, until your tenancy ends. Please remember to keep us informed of any changes.

If you wish to withdraw your notice then please contact us immediately to discuss this.

### **What should I do if I want to move but I owe money?**

If you owe money through rent arrears, court costs or recharged repairs, it is important that these are paid before you leave. If this is difficult, please speak to us. We may be able to help by making an agreement with you to repay these debts.

If you owe Cottsway money, this may affect your opportunity to transfer.

If you do not make an agreement with us or clear your debts we will continue to pursue these debts through the County Court. A County Court Judgement will affect your ability to obtain credit, hire purchase or even goods from a mail order catalogue.

### **Is there anything else I should do before leaving?**

When leaving your property it needs to be clean and tidy and empty of all belongings. This also applies if there is a garden or garage.

We expect you to take down any fittings or fixtures that have been installed and then to make good any disturbed surfaces and to repair or replace anything damaged during the tenancy.

If you would like more information before you decide to end your tenancy, please contact us for a Termination Pack.

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[www.cottsway.co.uk](http://www.cottsway.co.uk)



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Cottsway Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014.  
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