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Your guide to . . .
Moving house

Advising you of your housing options and how to
end your tenancy

Glen Oaks
HOUSING ASSOCIATION



This document provides you with information on the process of terminating your tenancy with us, the options available to you and the standard we require the property to be in when you leave.

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Glen Oaks Housing Association wants all of our tenants to keep their tenancies with us for as long as possible. We will provide support and advice to ensure you have a home that meets your needs.

Changing circumstances

At Glen Oaks we hope that you will sustain your tenancy with us for as long as possible but we also understand that your personal circumstances can change. You may wish to move property for a number of reasons such as changes to your housing needs due to medical issues, you may require a smaller or larger home or due to financial difficulties.

Our Housing Services staff are there to support you in your decision to move and can advise you on the right course of action for your own personal situation.

Housing options

You may decide you want to move to another area or to another home owned by us. If you do, our Housing Services staff will follow the Housing Options approach. This means looking at your individual options and choices in the widest sense, including what other housing associations or local authorities could provide.

Internal transfers

An internal transfer is when you want to move to another property owned by Glen Oaks. This could be to move to a smaller or larger home or a home that better suits your needs e.g a medically adapted home or a ground floor flat.

Mutual exchange

You have the right to apply to exchange or “swap” your home with a tenant of any housing association or local authority. You and the person you wish to exchange with must receive the consent of both landlords.

There may be certain circumstances where we will not give permission for an exchange to go ahead, e.g. when the exchange is not suitable for the needs of the family. If you are refused an exchange, you will be notified in writing.

Ending your tenancy with us

If you decide that you want to move home, you need to give us 28 days' notice in writing – this is part of your tenancy agreement. There is an “Ending your tenancy form” available at our reception or you can contact our Housing Services department who can provide you with further advice and a copy of the form.

If you have a spouse, please ensure they complete and sign the form also as they need to sign over their rights to the property under the Matrimonial Homes Act.

What happens after I have given notice?

Once we have received your form there are a few things our staff will need to confirm and discuss with you:

Inspection of your property

This is called a pre-termination inspection. One of our Technical Officers will come out to check the standard of your property and advise you if any work needs to be done before you leave or if any repairs will be recharged to you. Any work required will be confirmed to you in writing.

Clearing your rent account

One of our Housing Services Officers will check your rent account and advise you of your balance. If you owe any money to us for rent or rechargeable repairs, this must be cleared before leaving your property.

If no arrangement is made prior to you leaving, we will pass the matter into the hands of a debt collector to recover the debt on our behalf.

What are my responsibilities?

Your responsibilities as a tenant are outlined in your tenancy agreement. When you end your tenancy we expect your home to be in the same condition as it was when you moved in. During your tenancy with us, if you have followed our guidelines the key things we look for is that you have:

- Kept your home in good condition, in line with our “lettable standard”
- Reported repairs to us as and when needed
- Maintained a high level of cleanliness
- Decorated to a reasonable standard e.g. no graffiti or damage to décor
- Not altered the property or its fixings without prior permission from us

This means that if you have not taken care of the property, or have caused damage to any of the fixtures or fittings, you will be required to either repair the damage yourself or pay for the cost of the repairs. This will be explained to you in more detail at your pre-termination inspection.

Glen Oaks lettable standard

When you first moved into your home, we would have made sure it was of a good standard. We have a “lettable standard” which is a document setting out the general quality and condition the property should be in at the start of your tenancy.

When our Technical Officer carries out the pre-termination inspection, they compare the condition of your home with our lettable standard. For more details please see **Booklet 15**.

Decoration standard

We want you to make the property your home and therefore we understand you will want to paint or decorate the property to your taste. However, we expect any decoration you have carried out to be of a reasonable standard.

If wallpaper is damaged or paint work is not finished to a good standard we may ask you to tidy this up before you move out.

Returning your keys and fobs

Your keys and fobs must be handed into the office before 12 noon on the day you are ending your tenancy so that we can arrange for the property to be secured. You must hand in all copies of your keys or you could be charged.

If you do not hand in your keys at the end of your tenancy, you will continue to be charged for the rent and if we have to force access you will be recharged for the costs.

Refund of credit on rent account

If you have a remaining credit on your account when you hand in your keys, you will be refunded once your property has been inspected. If there are any rechargeable repairs the cost of these will be deducted from your credit amount.

Golden Goodbye

If you are a Gold Service member you may be entitled to the Golden Goodbye incentive of £75. This will be paid if you leave your home in good condition and allow the Association to let prospective tenants view it before you move out.

Removing your personal belongings

You must take all your belongings with you when you leave your home. If you leave anything behind we will re-charge you for the cost of disposing of it.

Notifying everyone of your change of address

When you are moving to another property it is important that you let others know about your new address. We would recommend that you notify all of your suppliers or service providers as soon as possible. This ensures you continue to receive any important mail and that you are not charged for things such as power that you are not liable for. You should update the following suppliers or agencies:

- Gas and electricity suppliers – remember to provide them with your final meter readings
- Telephone provider
- Council tax
- Housing Benefit (if applicable)
- TV licence

Contact Us

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 Glenoakshousing

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Our office opening hours are:

Monday, Tuesday & Thursday: 9am - 5pm

Wednesday: 9am - 1pm

Friday: 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.



Charity No. SCO34301

Financial Services Authority Reg No: 2402R(S)

Scottish Housing Regulator No: HCB24