



Ending Your Tenancy Leaflet

Introduction

This guide explains what happens when you wish to end your tenancy with Ekaya. This guide is for all customers renting a home from Ekaya.

Ending your tenancy

Your tenancy does not end automatically when you move out of your property. Your tenancy is a legal agreement and can only be ended by you giving us proper notice or by a Court Order.

Under the terms of your tenancy agreement, you are required to give us a minimum notice period to end the tenancy. This is four clear weeks' notice which must always end on a Sunday.

If you do not give us four clear weeks' notice, ending on a Sunday, you will still be responsible for the rent even after you leave, until this period has expired.

How do I end my tenancy?

You should give us at least four clear weeks written notice that you want to end your tenancy. This notice needs to end on a Sunday.

You need to complete a Termination Notice Form which we will send to you when you give us notice. This form needs to be completed in full. The form must be signed by each person who signed the original tenancy agreement unless one of them has previously left the household.

Vacating your home

All members of your household, including any lodgers or sub-tenants must move out with you. You will be liable for any rent and any arrears due until vacant possession is obtained. If you leave anyone in the property, the tenancy will not be terminated as you will have failed to give Ekaya vacant possession. You will be responsible for the rent and other charges until Ekaya obtains vacant possession. Ekaya will take action to evict anyone left at the property and you will be liable for all costs incurred.

Please make sure, when you leave your home, that you leave it in a secure condition,

closing and locking all doors and windows.

Will you inspect my property?

We will need to inspect the property before you leave so that we may assess what, if any, repairs, or redecoration are required and which may be your responsibility.

Once we have received your notice, we will arrange for your Housing Officer and Property Surveyor to visit you. They will inspect your property, noting any repairs that may be needed and to tell you what you need to do before you leave.

What if I have made improvements/changes to the property?

You must ensure that any damaged or missing fixtures and fittings are replaced and that the property is reasonably decorated before you leave. If you do not do this, we will do it once the keys are return, and charge you. If you have carried out any alterations without Ekaya's permission, we will charge you for putting it back to its original condition or for repairing any damage you have caused.

Should I clear out the property?

At the end of your tenancy, you will be charged the cost of removing any possessions left in the property and for any cleaning that is needed to bring the property to a reasonable condition for re-letting.

Ekaya does not provide storage facilities. If you leave any goods at the property once you leave, these will to be removed and disposed of at your expense.

Should I get my meters read?

On the day you move, take readings for any gas, electricity, or water meters before you leave. Make sure you inform the utility companies that you are moving and provide them with a forwarding address. Turn off your water at the stopcock and gas meter before leaving. Switch off electricity at the fuse box. Please don't ask for these services to be disconnected.

How much rent should I pay?

Your rent and service charges will need to be paid up to the day you move and return the keys. If you pay your rent by Standing Order you must make sure that these are stopped when your tenancy comes to an end.

If you are in arrears, you must discuss the situation straight away with your Housing Officer. You will be asked to clear any outstanding rent owed before you move. If this is not possible you must arrange with Ekaya, to continue paying the debt after you have moved.

If you leave owing us money without a repayment arrangement in place, we will pursue you for it. We may pass your name to a debt collection agency, or take legal action against you, as well as telling credit reference agencies that you owe us money – which might stop you

getting credit in the future.

If, when you leave, your rent account is in credit, please contact us to request a refund. We will issue a refund promptly once we have confirmed the final balance of the account.

When should I hand in my keys?

All keys must be returned to Ekaya's Head Office, **Ekaya Housing Association, 145 Stockwell Road, London SW9 9TN**, unless agreed in writing with Ekaya beforehand. All keys must be returned **before 10 am** on the Monday following the Sunday termination date. You will be charged rent for the whole week if the keys are not returned on time.

If the keys are not returned, we reserve the right to enter the property and change the locks. We will ask you to pay any additional costs we incur in doing this.

If you have a key or a card to operate any gas or electricity meters, these also need to be returned to us with the property keys.

What happens if I leave without giving notice?

If you leave without giving notice, we will consider the property to be abandoned and we will take legal action to repossess it. Until we are granted possession by the Court you will still be responsible for rent and any other charges.

Joint tenants

If you are a joint tenant and one of you terminates the tenancy the whole tenancy comes to an end. We do not legally have to allow the other tenant to stay in the home, but Ekaya will make a decision based on the individual's circumstances.

Bereaved relatives or Executor of a tenant

If you are a next of kin or executor of a tenant who has passed away, you should contact the Ekaya office for guidance on ending the tenancy.

Can someone else hand my keys in for me?

If it is not possible to hand in the keys yourself, you can ask someone else to do it for you. You must provide them with a signed letter informing us that they are your representative and have permission to hand in your keys. You must also have completed and signed a 'Termination Notice Form' in full and returned it to Ekaya before the date of termination.

End of tenancy checklist

- That you have completed a Termination Notice Form including in full.

- Remove ALL your belongings from your home including the loft, garden, garage and sheds. We will charge you to dispose of any goods left behind.
- Leave the property clean and tidy – remember someone else will be moving in soon after you leave.
- Tell us which companies supply the gas and electricity to your property.
- That you have informed the utility companies and made final meter readings to check your final bills.
- If you have a key for electricity or a card for the gas, please hand them into the local office when you hand in the keys.
- Tell other companies such as the TV licensing authority, telephone or cable operator and your bank that you are moving.
- That you have re-directed your mail.
- That you have informed housing benefits or the Department of Work and Pensions of your new address if you are claiming any benefits.
- Let your friends and family know you are moving.