



INFORMATION ON ENDING YOUR TENANCY WITH TUNTUM HOUSING

THINKING OF LEAVEING?

Please give us four weeks' notice when completing our "End of Tenancy" form. The four weeks starts when we **receive** "End of Tenancy" form from you. Notice is taken from a Sunday.

UTILITIES ETC.

Please be aware that when we expect properties to become void, we notify British Gas and may have the supplier transferred to them. If you wish to keep your original supplier you will need to contact them directly.

Don't forget to notify gas, electric, water and telephone service providers with relevant meter readings. Notify the Council Tax Department and Housing Benefit Department.

THINGS TO REMMEBER ON THE DAY YOU LEAVE

Please ensure you return all the keys to your house/flat on the day you leave. If you have a padlocked post box, please remove the padlock or hand the key to us with your other keys.

Any personal items of furniture etc. must be removed before you vacate, otherwise you may be liable for any costs incurred in arranging for contractors to dispose of these items.

RE-DIRECTION OF MAIL

Don't forget to tell all your friends, relatives and contacts where you have moved to. Please arrange with the Postal Authorities for your mail to be re-directed.

PLEASE ENSURE THAT YOU HAVE CNACELLED YOUR STANDING ORDER FOR THE RELEVANT MONTH AS WE ARE NOT RESPONSIBLE FOR ANY SUBSEQUENT PAYMENT ON YOUR BEHALF.

PLEASE ALSO MAKE SURE YOU LEAVE THE PROPERTY IN GOOD ORDER AND CLEAR ALL RUBBISH.

Recharges

As your landlord, we are responsible for the majority of repairs to your home, but there are occasions when we will charge you for repairs. These repairs or replacements will be charged to current, vacating or former tenants as applicable, as a result of:

- Negligent, deliberate or accidental damage by the householder or their visitors.
- Damage that exceeds reasonable wear and tear.
- Removal of fixtures, fittings, walls or any part of the building, its outbuildings or garden without the prior written permission of Tuntum, or where work received permission but was carried out to an unacceptable standard.
- Works carried out by the tenant without prior written approval.

- Inappropriate use of the property such as blocking toilets or sink/bath wastes.
- Electrical or Gas work carried out but not certificated by a competent electrician or gas engineer.
- Loss of keys or security fixture keys.
- Misuse of the out of hours emergency services.
- Abandonment of rubbish within the property and its boundaries.

Under the terms of your tenancy agreement you are responsible for the good condition of your property, excepting wear and tear.

We will charge you for repairs due to deliberate damage. Examples of charges that may be applied are as follows:

Work	Charge
Doors and Windows	
Forced Entry	£89.18
Replacement Lock	£45.04
Replace Door Handles	£21.11
Replace uPVC Door & Frame	£828.00
Replace Internal Plywood Flush Door	£1111.46
Replace Internal Plywood Sapele Door	£122.34
Replace Internal Fire Door	£226.84
Kitchen	
Renew Kitchen Cupboard Door	£85.34
Renew Kitchen Drawer	£81.02
Renew Worktop, up to 3m	£49.27
Replace Kitchen Unit	£188.39

Work	Charge
Bathroom	
Replace Toilet Pan	£178.32
Replace Toilet Cistern	£103.21
Unblock WC	£41.34
Replace Wash Hand Basin & Pedestal	£282.27
Replace Bath	£557.49
Rubbish Clearance	
Large Skip Hire	£337.82
Clearance Labour Per Hour	£21.11
Cleaning	
Standard Clean of Property	£98.38
<i>*These charges are inclusive of VAT (20%) and 15% administration fee</i>	

Please be aware that, when you end your tenancy, you should leave your property in a reasonable decorative order, have removed furniture and belongings (including from a loft space) and leave the property clean and tidy. If you have a garden, this should be tidy and not overgrown.

If you fail to keep an appointment without good reason, Tuntum will charge you £33.12. This sum may increase for not providing access for any emergency call out.



Tuntum Housing End of Tenancy Notification

Name: _____

Tel No: _____

Address: _____

I hereby give four weeks' notice of ending my tenancy of the above address.

My tenancy will therefore end on Sunday (date) _____

My forwarding address is:

I agree that the Association can remove any of my belongings left in the house/flat and dispose of them as it sees fit. I agree to pay the cost of such disposal.

Signed: _____ Date: _____

Signed: _____ Date: _____

Please advise us which companies are currently supplying your

Gas: _____ Electricity: _____

Are you using a card meter?

Yes

No

Please be aware that when we expect properties to become void we notify British Gas and may have the supplier transferred to them. If you wish to keep your original supplier you will need to contact them directly.



Exit Questionnaire

We would like you to spare a few minutes to tell us why you are leaving. We use the information you provide to give us a picture of why our tenants leave and what we could do to improve the services we offer in the future.

Why are you leaving your home?

Reason for Leaving	Tick ONE main reason	Tick other reasons
Buying your own home	<input type="checkbox"/>	<input type="checkbox"/>
To live with partner	<input type="checkbox"/>	<input type="checkbox"/>
To live with other family members	<input type="checkbox"/>	<input type="checkbox"/>
To move nearer to work	<input type="checkbox"/>	<input type="checkbox"/>
Moving to a better area	<input type="checkbox"/>	<input type="checkbox"/>
To move nearer to family/friends/school	<input type="checkbox"/>	<input type="checkbox"/>
Property unsuitable because of overcrowding	<input type="checkbox"/>	<input type="checkbox"/>
Under occupation	<input type="checkbox"/>	<input type="checkbox"/>
Property unsuitable because of ill health/disability	<input type="checkbox"/>	<input type="checkbox"/>
Property unsuitable because of poor condition	<input type="checkbox"/>	<input type="checkbox"/>
Couldn't afford rent	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Violence	<input type="checkbox"/>	<input type="checkbox"/>
(Non-violent) relationship breakdown with partner	<input type="checkbox"/>	<input type="checkbox"/>
Racial Harassment	<input type="checkbox"/>	<input type="checkbox"/>
Other problems with neighbours	<input type="checkbox"/>	<input type="checkbox"/>
To move to accommodation with support	<input type="checkbox"/>	<input type="checkbox"/>
Other reasons, please state below:		

How would you rate the services provided to you by Tuntum Housing?

Good

Fair

Poor

Please include any other comments you would like to make below:

Thank you for completing this questionnaire. Good luck in the future.