End of Tenancy Information Sheet Fact sheet

Moving home can be a significant event. This information sheet explains what you need to do before your tenancy ends and the steps we will take to help ensure the process runs smoothly.

Giving notice

If you wish to end your tenancy, you must provide the required notice in accordance with your tenancy agreement. The tenancy will not end until the notice period has expired, and the property has been returned to us, with vacant possession

You remain responsible for the tenancy and all tenancy obligations until the tenancy has formally ended.

You are unsure of your notice period you can ask your Area Housing Manager on contact information below.

Rent and other charges

You must continue to pay your rent and any other tenancy-related charges until the tenancy end date. This applies even if you move out before the tenancy officially ends.

Any rent arrears, rechargeable repairs, court costs, or other outstanding debts owed to the Council will remain payable after your tenancy ends.

Access for viewings and inspections

During the notice period, we may contact you to arrange appointments to:

- Inspect the property.
- Assess any repairs that may be required.
- Carry out safety inspections.

We will provide reasonable notice wherever possible.

Returning the Keys

All keys, fobs, and access devices must be returned by the agreed tenancy end date. All keys should be returned to the Civic Office.

This includes:

- Front door keys.
- Communal entrance keys.
- Window keys.
- Garage keys.
- Gate keys.
- Electronic fobs and passes.

The tenancy may continue, and rent may continue to be charged, until all keys have been returned.

Clear, clean and vacant property

At the end of your notice period all keys should be returned to Civic Centre and the property need to be vacant. Your tenancy will not end if anyone is left living in the property. Failure to provide vacant possession may lead to legal action to evict anyone left behind, and you would be liable for any costs involved.

You must remove all personal belongings from the property before returning the keys.

This includes:

- Furniture.
- White goods.
- Clothing and personal possessions.
- Food and household items.
- Garden equipment.
- Sheds, temporary structures, and personal installations, unless otherwise agreed.

The property should be left in a clean and tidy condition.

You should:

- Clean kitchen units, sinks, and worktops.
- Clean bathrooms and sanitary fittings.
- Remove all rubbish and waste.
- Sweep or vacuum floors.
- Leave gardens reasonably maintained and free of waste.

Rechargeable Costs

You may be charged for costs incurred by the Council where the property is not left in an acceptable condition, including:

- Removal of belongings.
- Clearance of rubbish.
- Cleaning.
- Damage repairs.
- Lock changes where keys are not returned.
- Garden clearance.
- Pest treatment resulting from property condition.

We will seek to recover any costs reasonably incurred because of breaches of your tenancy obligations.

Repairs and Alterations

You are responsible for repairing any damage caused by you, your household members, or visitors, beyond normal wear and tear.

Where permission was required for alterations or improvements, you may be required to restore the property to its original condition if requested by the Council.

Any necessary remedial work carried out by the Council may be recharged to you.

Utility Accounts

Before moving out, you should:

- Take final meter readings.
- Notify gas, electricity, and water suppliers.
- Inform your telephone, broadband, and television providers.
- Provide suppliers with a forwarding address where necessary.

You remain responsible for charges incurred up to the tenancy end date.

Council Tax and Benefits

You should notify the relevant authorities of your change of address, including:

- Council Tax.
- Housing Benefit.
- Universal Credit.
- Electoral Registration.
- Any other agencies or organisations that hold your address details.

Forwarding Address

Please provide a forwarding address before your tenancy ends. This allows us to communicate with you about any matters in relation to your tenancy.

Final Inspection

A final inspection may be carried out after you have vacated the property. Any issues identified during this inspection may result in charges being raised against your former tenancy account.

Need Help?

If you have any question or require help in understanding your responsibilities about moving out please contact your Area Housing Manager on 01932 838383 or Tenancy.Management@runnymede.gov.uk.

Checklist Before You Leave

☐ Rent account clear or payment arrangements agreed.
☐ All belongings removed.
☐ Property cleaned.
☐ Garden cleared and maintained.
☐ Utility suppliers informed.
☐ Council Tax and benefit agencies notified.
☐ Forwarding address provided.
☐ All keys and access devices returned.
☐ Final meter readings taken.
☐ Property securely locked when leaving.

Thank you for your tenancy. We wish you well in your new home.