

Before you move out



You must give Hightown at least four weeks notice in writing that you wish to end your tenancy. Please contact your Housing Officer if you need help with this.

All tenancies must end on a Sunday, this means that we will count the four weeks notice period from the Sunday after we receive your letter.

When we receive your written notice we will write to you to confirm the date your tenancy will end. We will also talk to you about any works that you need to do before you leave and your rent payments.

Before you move on to your new home, it is essential that you make sure that the home you rent from Hightown is left in the condition in which you would like to receive it. We are offering you up to £150 to say 'thank you' if you leave your property in good order. The checklist below will help you make sure you have done all you need to qualify for the 'thank you' payment.

Gas, electric and water

- Read your utility (gas/electric/water) meters when you leave the property and give the readings to your supplier.
- Tell all of your utility suppliers that you are moving.
- Check there are no debts on the meters.
- Give details of your utility suppliers (gas/electric/water) to your Housing Officer.
- Please leave boiler manuals and heating programmer instructions in the property.



Let people know

- Contact the Royal Mail to redirect your post (we do not hold on to your mail after the keys are returned to us).
- If you claim Housing Benefit, contact your local office to tell them you are moving.
- Contact the Council Tax section of the local authority and let them know you are moving.

Pay your rent

- Make sure your rent account is clear.
- Pay off any recharges you owe.

Return the property to its original condition

- Remove any shelves, pictures, curtains, curtain poles etc.
- Repair any holes in walls e.g. from shelves or pictures you have put up (remove the wall plugs and fill the holes). The walls should be left in a smooth paintable condition.
- Repair or replace any damaged kitchen units, fences, bath panels or doors etc.
- Clean the property thoroughly including cupboards, kitchen units and bathrooms and any mould on walls, ceilings and around windows.

- Remove or rectify any particularly poor decorations, such as torn wallpaper.
- If you have changed any of the standard light fittings, switches or sockets, these need to be changed back to the original fittings. Please check with your Estates Quality Inspector if you are unsure whether you need to replace any of them.
- Remove all appliances unless they have been supplied by Hightown, and make sure any gas or plumbing fittings which are connected to your appliances are capped off by qualified tradesmen.
- Clear and tidy any gardens.
- Clear the cupboards and loft spaces.
- Clean vinyl floor coverings in kitchens and bathrooms.
- Remove all other floor coverings (including any underlay and grippers that have been fitted) unless they were supplied by Hightown.
- Empty the bins.
- Replace broken or missing plugs and chains to sinks, basins or baths.
- Replace any damaged windows.
- Restore any alterations you have made to their original condition.
- Replace any missing or damaged door stops.

(Please note this list is not exhaustive.)

Once you have done all of the above, return all keys for the property (including window keys, shed/gate keys, gas cards/keys and electric meter keys) to Hightown House before 10 am on the Monday directly after your tenancy ends. If you can't deliver them by hand, please send them by recorded delivery. If keys are not received before the deadline, an additional week's rent will be charged.

Please note, if we have to undertake any works that are your responsibility after you have returned the keys, the cost of these works will be recharged to you. Administration fees also apply in these cases.



If you would like to receive this information in another language, on audio tape/CD, in large print or Braille, please call 01442 292300.

Kung gusto mong makatanggap ng impormasyong ito sa ibang salita, tape, CD, malaking sulat o' Braille, tumawag lang sa 01442 292300

Se desiderate ricevere queste informazioni in un'altra lingua, su audiocassetta/CD, a caratteri ingranditi o in Braille, vi preghiamo di contattare il numero telefonico 01442 292300.

Jeśli chciałbyś/chciałabyś otrzymać te informacje w innym języku, na taśmie audio lub CD, dużą czcionką lub Braillem, proszę zadzwonić pod nr: 01442 292300.

如欲以其他語言獲得此資料，或此資料的錄音帶 / 光碟，大字版或凸字版，請聯絡01442 292300。

Se for do seu interesse obter estas informações em outro idioma, em gravação em fita ou CD, em letras garrafais (letras grandes) ou Braille, favor entrar em contato através do número 01442 292300.

Jos haluaisitte saada tämän tiedon muulla kielellä, kasetilla tai CD:llä, isona tekstinä tai pistekirjoituksena, olkaa hyvä ja ottakaa yhteyttä numeroon 01442 292300.

اگر آپ کو یہ معلومات کسی دوسری زبان، آڈیو ٹیپ / سی ڈی، بڑی چھپائی یا بریل میں درکار ہے، براہ کرم مہربانی رابطہ کریں
01442 292300

এই তথ্যগুলি যদি আপনি অন্য কোনও ভাষায়, বা অডিও টেইপ বা সিডিতে, অথবা বড় হরফে বা ব্রেইলে পড়তে চান, তাহলে অনুগ্রহ করে 01442 292300 নাম্বারে যোগাযোগ করুন।

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A charitable housing association.

April 2016