

Ending your tenancy

So that you can end your tenancy, Hightown Homes will need you to follow these few steps:

- Please complete and return our end of tenancy notification form giving Hightown Homes at least four weeks' notice that you are ending your tenancy
- Please note the four weeks will start from the date we receive your notice
- Let us know your new address
- Let us know your current utility companies
- Pay your rent until your tenancy ends, and clear any arrears and other monies owed to Hightown Homes
- A time will be arranged, before 12 noon, on the day your tenancy ends for you to meet a Hightown Homes representative at your property to check out and handover your keys and return any car parking permits (you will be charged if they are not returned)
- During your four weeks' notice period Hightown Homes may need to carry out some inspections and viewings at your home

When the time comes for you to move on to your new home you may find some of these tips on how to leave your property clean and tidy quite useful:

We ask that you leave your home in a clean and tidy condition so we can re-let it without having to repair things that may have been damaged. It is important you change things that you have altered and remove old furniture and rubbish. A charge will be made to you for the cost of work if we have to put things right and this will be deducted from your deposit. Our lettings team will request refunds of deposits when you have vacated your home and any refund should be received within four weeks of your tenancy end date.

Kitchen

- **Cooker/ oven/ hob:** please ensure they are clean and free from burns, grease and stains (this is a very common cause of charges to the damage deposit)
- **Fridge / freezer:** if you have a fitted fridge/freezer please defrost it and make sure it is nice and clean. To save energy and to stop it from smelling we ask that you switch it off and leave the doors open
- **Washing machine:** if we supplied you with one can you please clean the powder drawer and wipe down the inside rims
- **Cooker hood / extractor fan:** please make sure this is also cleaned

Bathroom

- **Baths / sinks / showers / sanitary wear:** please clean and remove all lime-scale paying particular attention to crevices and corners where scale can easily build up. Descaling is often necessary for shower heads and shower screen seals
- **Windows and all other glass, mirrors and shower screens:** please clean and remove any condensation and bacterial build up
- Please remove any additional items that you have added to the bathroom such as mirrors and shower curtains and fill any holes left, painting over the area in matching paint

All rooms

- **Carpets, vinyl and blinds:** please ensure all are clean and free from marks - this is particularly important if you smoke
- **Walls:** please decorate in neutral paintwork. If any paintwork, wallpaper or stencilling was carried out without prior permission, please ensure the walls are returned to a neutral colour as it was left
- **Marks, scuffs, chips, or holes to the walls or woodwork:** in order to prevent unsightly touch up marks and to ensure that you will not be charged for redecorating an area, you will need to redecorate the whole affected wall or area as touching up is not considered to be making good
- **Cleaning:** please wipe down all skirting boards, sockets, switches and remove all cobwebs
- Please ensure the property is clean and tidy and replace all items in the location specified in the Inventory/Statement of condition.
- Again, to avoid you being recharged, please remove any additions you put up such as curtain poles, blinds and picture hooks, lamp shades and fill and redecorate the affected area to match existing room decoration. This is a popular section that is missed which results in recharges

Other useful things to remember before you move out:

- Speak to the Post Office and arrange for your mail to be redirected (please be aware it takes at least 5 working days to set up). We are unable to accept responsibility for post that has been delivered after you have returned the keys to us. All post will be returned to sender
- Contact your utilities suppliers (i.e. gas, electricity, water, telephone) and other organisations you may deal with (e.g. TV licencing, satellite/cable company, mobile telephone number provider, internet provider, insurance company, bank/building society, credit card company, DVLA, doctor, dentist, vet, schools and employer) and let them know you will be moving
- Call your local council for council tax purposes
- Update HM revenue and customs about your move if you are receiving Tax Credits or Child Benefit
- Tell your family, friends and neighbours