

Moving out



A guide to moving and transferring, including charges you may be liable for when leaving your home



When leaving your property, you must make sure it is clean and in good condition as described in your tenancy agreement.

This leaflet contains important information about what to do before you move out, and how we expect your home to be left. There are also details of costs you may be liable for if we need to clear, repair or replace things in your property.

You are advised to check the your tenancy leaflet for more details of your responsibilities.





Before you move out

You must remove all of your furniture and belongings, including anything stored in the loft, garden or shed(s) and communal areas.

If we find any damage after you have moved out, or have to remove any items you have left behind, we will charge you for the cost of repairing or removing them. See the table on the next page for details.

We will need to carry out a number of inspections and safety checks before you move out. You must allow us access to the property to:

- Show new residents around the property

- Carry out work(s) identified by us - this includes fixing repairs for which you are responsible
- Carry out electrical, energy performance, asbestos and gas safety checks and servicing checks

Your local council can help arrange collection of larger items.



**If we have to:****Cost to you:**

Renew and hang an internal door	£75
Rehang an internal door	£30
Replace door handle(s)	£15 (each)
Replace cupboard handle(s)	£13 (each)
Replace kitchen base unit door(s)	£70 (each)
Replace kitchen drawers(s)	£65 (each)
Replace kitchen drawer front(s)	£65 (each)
Replace a bath panel	£50
Remove cat flaps and repair panel	£30 (each)
Replace shed locks	£50
Repair holes in ceilings or walls	£45 (minimum)
Replace a mains smoke alarm	£85
Replace surface socket and box	£25 (each)
Disconnect (not not remove) a cooker, oven, extractor fan or other electrical appliance	£50 per appliance
Replace double glazed unit (all sizes)	£75





Giving notice

Moving out to a non-CHP property

If you are planning to move out, you must complete and return the tenancy termination form. You must include a forwarding address.

We will agree the date and time your tenancy will end. We need at least four weeks notice. You may only have to pay two weeks rent in the notice period (terms and conditions apply). If you need to change the agreed date, you must contact us and give a further seven days notice.

Transferring to another CHP property

If you are transferring to another CHP property, then you do not give four weeks notice. The notice you give will depend on upon the date you transfer. Your housing options coordinator will explain this to you.

The condition of your home

You must leave the property in good condition.

Inside the property

- The loft hatch should be undamaged

- Windows should be clean inside and out
- Curtains, blinds, tracks and poles may be left if they are in good condition
- External doors should be undamaged and secure
- Ceilings and walls must be free of dust, graffiti, cobwebs, drawing pins, hooks and Blue-Tack™
- Painted walls and ceilings must be in good condition ready for decoration
- Holes in walls and ceilings caused by fixings must be filled and painted
- A wooden, undamaged door must be fitted to each room with an adequate handle
- All carpets, underlay and laminate flooring should be removed unless you are advised otherwise when we inspect your property
- All flooring must be cleaned
- Any anti-slip flooring fitted by us should remain in the property
- Additional shelving or non-standard cupboard fittings must be removed
- Integrated hobs, ovens and cooker goods must be removed unless otherwise agreed by us





- All worktops, wall units and cupboards must be in good condition and scratch-free
- Stain(s) and limescale must be removed from sinks, baths and toilets
- All walls, surfaces and tiling are washed and clean
- All basins, sinks and baths must be crack-free and have a fitted plug
- Pull cords must be clean and in good working order

Garden and communal areas

- Grass and vegetation should be cut regularly during the growing season (normally once a fortnight)
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- Sheds may be left if they are in good condition - we will confirm this with you when we inspect the property
- All other temporary structures and greenhouses must be removed and all debris cleared from the garden

- Ponds must be filled in and made safe
- Do not leave any items in communal areas

Removing rubbish

Please only place normal household waste in refuse bins and do not over-gill. Your local authority provides a rubbish collection service for large items, please contact them for more details.

- **Basildon District council**
01268 533 333
- **Braintree District Council**
01376 552 525
- **Castle Point Borough Council**
01268 882 200
- **Chelmsford City Council**
01245 606 606
- **Colchester Borough Council**
01206 282 700
- **Epping Forest District Council**
01992 564 000
- **Harlow Council**
01279 446 655
- **Maldon District Council**
01621 854 477
- **Rochford District Council**
01702 546 366
- **Southend-on-Sea Borough Council**
01702 215 000





- **Tendring District Council**
01255 686 868
- **Thurrock Council**
01375 652 652

When you move out

When leaving the property you must:

- Read the utility meters
- Turn all lights, heating and taps off
- Close all windows
- Lock external doors
- Return your keys within two weeks - leaving your property and garden clear - and we will not charge you the last two weeks rent of your four week notice period

We will provide you with a key safe box, including instructions on how to use it, when we inspect the property. You must place your keys in it when you move out.

Leave your prepayment card or key for the gas or electric in the property.

Contact us immediately on 0300 555 0500 or email enquiries@chp.org.uk to inform us you have left the property.

Moving out to a non-CHP property

You are required to give four week's notice on your tenancy. If you meet all the requirements explained in this leaflet, we may credit your account by up to two weeks rent.

You are responsible for paying your rent up to the last day of your tenancy unless we have agreed to credit the rent account as detailed above.

If repairs or clearance charges that you are responsible for are discovered after you have moved out, any incentive will not be applicable and you will be contacted by us to advise you of the outstanding charges.

Transferring to another CHP property

You still need to carry out all the actions listed and make arrangements to hand over the keys to us. Keys should be returned to us by 11am on the Monday after you have moved into your new homes.

Important: If you move out and don't advise us that your keys are in the key safe by 12pm, you will continue to be responsible for the rent.



Please contact us if you would like a copy of this document in large print, on CD or in another language.

Proszę się z nami skontaktować, żeby otrzymać ten dokument w wersji dużym drukiem, na płycie CD lub w innym języku. (Polish)

倘若您需要本擋以大字體、音頻格式(CD)或另外一種語言提供、請聯絡我們。(Cantonese)

Bu belgeyi büyük boyutlu baskı olarak, CD ortamında veya başka bir dilde edinmek istiyorsanız lütfen bizimle irtibata geçin. (Turkish)

Kreipkitės į mus, jei norėtumėte gauti šio dokumento kopiją stambiu šriftu, jo garso įrašą kompaktiniame diske arba jei norėtumėte jį gauti kita kalba. (Lithuanian)

আপনি যদি এই নথিটির একটি কপি বড় অক্ষরের ছাপায়, সিডি তে অথবা অন্য একটি ভাষায় পেতে চান, অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। (Bengali)

IF YOU HAVE ANY QUERIES PLEASE CONTACT US:

Tel 0300 555 0500
Text relay 18001 0300 5550 0500
Email enquiries@chp.org.uk
Write to Myriad House,
33 Springfield Lyons Approach,
Chelmsford, CM2 5LB

