

Moving out your questions answered



Wyprowadzka – odpowiedzi na pytania

Atbildēto jautājumu noņemšana

迁出——解答您的问题

ਘਰ ਛੱਡਣ ਸਬੰਧੀ ਤੁਹਾਡੇ ਸੁਆਲਾਂ ਦਾ ਜੁਆਬ ਦਿਤਾ ਗਿਆ
अपने प्रश्नों के उत्तर प्राप्त करना

This leaflet guides you through ending your tenancy.

Before you decide to leave your home, make sure you speak to us to discuss all your options. We may be able to help you find the housing you need.

If you are receiving floating support from us, you may be able to continue having the support service at your new home – please speak to your support worker about this. Bromford Support customers will be supported through their move.

How do I end my tenancy with you?

Under your tenancy or licence agreement, you must give us four weeks' notice in writing, stating that you wish to end your tenancy or licence. We can write the letter for you to sign – just call and tell us if you would like us to do this.

The four-week notice period starts on the day we get your letter.

Please contact us if you have any queries. We will be happy to help.

What happens when I have given written notice?

- **When we have received your letter, we will write to confirm the date your tenancy or licence will end.**
- **We will also arrange to visit you in the first week of your notice period.** If the date we suggest is inconvenient, please ring us to rearrange it. In some cases, we can arrange a visit outside office hours.

What will happen when you come to visit me?

We'll do the following:

- **Answer any questions you may have and give you a helpful checklist for moving out.**
- **If you are not in temporary accommodation, ask why you are leaving and whether we could have done anything to encourage you to stay.** We are interested to know this, and can use your answers (and those of other customers), to help us understand what we can do differently and improve our service.
- **Explain our 'clear and tidy' home scheme** that rewards you with

£100 if you meet all our standards for customers who are leaving us. We explain this in more detail later on in this leaflet. The scheme only applies if you are in a self-contained home, not a room in a shared scheme.

- **Inspect your home, making a note of any repairs needed.** If we are responsible for these repairs, we will arrange to do them, preferably during the notice period. If there are any repairs that you are responsible for, you must do these before you move; we will arrange another visit to check them. If you haven't done the repairs, we will charge you the cost of us doing them before you leave. If you cannot pay for all of this cost, we can arrange for you to pay over a period of time. Unfortunately, we will have to take court action against you if you fail to pay.
- **Talk to you about your rent or licence fee account.** If you owe us money for rent or licence-fee arrears, repairs we can charge you for, or court costs, you must repay this before you leave. If this is difficult, please tell us when we visit, as we may be able to help. For example, we may be able to reach an agreement for you to clear your debts over a period of time. If you don't make an agreement, we will use a debt-collection agency to recover the debt. This may result in court action against you. If you get a County Court judgment against you, it will be hard for you to get goods on credit or hire purchase, or through a catalogue.
- **Ask you to help us with our new customer by letting them view your home.**
- **Find out whether you can claim under the Right to Compensation for any improvements you have made to your home.**

What is the 'clear and tidy' home scheme?

If you leave your home clear and tidy and meet our gold standard, we will give you £100 as a reward.

To reach the gold standard:

- Your home must be clear of all your belongings and rubbish (including lofts and external buildings or sheds).
- The property must be clean and tidy throughout.

- The grass must be cut and the gardens tidy.
- You must return two full sets of keys.
- You must have done all repairs that are your responsibility.
- There must be no outstanding debt on the gas and electric meters, and you must have handed in the gas and electric fuel cards if there is a pre-payment meter.
- You must have told us which company supplies fuel to the property.

If you have any rent arrears or other debts you owe us, we will use the £100 reward to help pay them.

Remember, this reward only applies if you live in a self-contained home.

What should I do with my keys?

We will arrange with you to return your keys as soon as possible on the last day of your tenancy or licence.

What if my move is delayed?

If there is a delay in your move, you must let us know immediately. We can then extend your notice and give you a new date for getting your keys. You must pay more rent or licence fee if we don't get your keys on time. We calculate this figure at a daily rate.

The most important thing is to tell us about any changes so we can work together.

What if someone wants to look around my home?

Unless we have asked you to show a new customer around your home at an agreed time and date, you should not let anyone in to view your home. Ask them to contact us about their interest in your home.

We are always sorry to lose valued customers and we wish you well for the future. Please contact us if you need housing or support in the future.

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

Jeżeli mają Państwo problem w zrozumieniu tych informacji lub chcielibyście je otrzymać w innej formie (np. przetłumaczonej, audio, napisane alfabetem Braille'a lub dużą czcionką), prosimy o kontakt w tej sprawie.

Ja jums ir grūti saprast šo informāciju vai arī jūs labāk vēlētos to saņemt citā formātā (tas ir tulkotu, kā audioierakstu, Braila rakstā vai arī drukātu lieliem burtiem), lūdzu, vērsieties pie mums.

如果您在理解本资料方面有困难，或者您更希望我们为您提供一份其它形式的资料（例如，翻译版本、音频版本、盲文版本或大字体版本），请与我们联系。

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੈ ਜਾਂ ਇੱਕ ਬਦਲਵਾਂ ਰੂਪ ਪ੍ਰਾਪਤ ਕਰਨ ਨੂੰ ਤਰਜੀਹ ਦਿਓਗੇ (ਜਿਵੇਂ ਅਨੁਵਾਦ ਕੀਤਾ ਹੋਇਆ, ਆਡੀਓ, ਬ੍ਰੇਲ ਜਾਂ ਵੱਡੇ ਪ੍ਰਿੰਟ), ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह ये सूचनाएं समझने में कठिनाई हो या इसे किसी और प्रारूप (जैसे अनुवाद, ऑडियो, ब्रेल अथवा बड़े प्रिंट) में प्राप्त करना चाहते हों, तो कृपया हमसे संपर्क करें।

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CUSTOMER SERVICE EXCELLENCE

If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.



This leaflet is available in large print, audio and other formats and languages. Please ask for details.

www.bromfordgroup.co.uk

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Group The logo icon for Bromford Group, consisting of a stylized lowercase letter 'g' inside a square frame.