



Ending Your Tenancy



Ending your tenancy

Before you end your tenancy, be sure you are moving to accommodation that meets your needs. If you are leaving because of rent arrears, anti-social behaviour, harassment or fleeing domestic abuse please let us know. There are options available that may help you remain in your home.

How do I end my tenancy?

You must give **28 days' notice in writing** as stated in your tenancy agreement. You can write us a letter or email us at mail@clydesdale-housing.org.uk or visit our office at 99 High Street, Lanark ML11 7LN. Your Housing Officer will also ask that you complete a termination notice. The termination notice must be signed and return to us as soon as possible after receipt.

The 28 days' will begin from the date we receive your written notice.

If you need to extend your notice contact our Housing Services Team who will consider your request.

You can hand in your keys before your 28 days' notice expires, but you may still be charged.

If you are transferring to another Clydesdale Housing Association property, have a Short Scottish Secure Tenancy or an Occupancy Agreement these requirements may differ. Please contact our Housing Services Team for advice.

What if I have a Joint Tenancy?

All tenants must sign the letter / termination form. Then follow the same process as described on page 2.

If you wish to end your part of the Joint Tenancy, and the other Joint Tenant does not, please state this in your letter. Then follow the process as described on page 2.

If your joint tenancy is for a Specially Adapted property, the property must meet the remaining tenant's needs. If it does not, we will seek to suitably rehouse you elsewhere.

What else should I know?

Your keys should be returned to our office at 99 High Street, Lanark on the day your tenancy ends. You are still responsible for the property and rent until we receive the keys.

The returned keys should include at least two full sets and door entry fobs (if applicable).

You will be recharged for any work we carry out to clear, clean, change locks or rectify damage.

What are rechargeable repairs?

A charge will be made for repairs or clearance work done by us if you are responsible for the works. If we need to do this, you will be charged for the costs of these works.

Your tenancy agreement explains that you must keep your home and garden clean, tidy and in a good state of repair. You must pay us the cost of repairing any damage you cause to the property and fittings.

If you leave your home or garden in a state of disrepair or leave behind any belongings or rubbish, we will carry out the work needed and charge you for it.

What works could I be recharged for?

Unauthorised alterations/DIY work

You must have written permission from us before starting any alterations or improvements to your home (apart from decorating). It is important to check with us before you move to find out if you are expected to leave any alterations or improvements in place or whether you are expected to return the property to its original condition. If we have to do any work because of alterations you have done, the cost will be recharged to you.

Moving out

When you end your tenancy it is your responsibility to avoid being recharged. This includes:

- handing back all keys to the property on the agreed date
- leaving the property (and garden if you have one) clear of all goods and belongings, including floor coverings and white goods such as fridges and washing machines
- making sure the property (and garden) is well maintained, clean and clear of rubbish
- making sure the property (and garden) is in a good state of repair.

We will charge you for the cost of clearing the property of any rubbish or belongings you leave behind. We will also charge you for any repairs needed which are your responsibility.

Emergency repairs

If emergency repairs are needed because of deliberate damage, vandalism, neglect or poor DIY, by you or any members of your household (including pets) or visitors, we will carry out the repair and recharge you.

Other works

Some customers ask us to carry out repairs or other works which are their responsibility. If we agree to carry out these work's, we will recharge you the cost of the work.

What if I disagree with the recharge?

If you disagree with the recharge or the cost, then you should make a complaint using our complaints process.

What happens if you don't pay?

If you don't pay your bill, we will contact you to discuss how you can pay this debt as soon as possible. If you still fail to pay within a reasonable time, we will take legal action to recover recharge debts. This is a last resort. Your ability to transfer or exchange to alternative accommodation may also be affected if you have outstanding recharge debts

If there is difficulty in paying the recharge, please contact your housing officer as early as possible.

Tips to avoid being recharged

Please follow these tips to avoid being recharged for works.

- Report repairs and keep your property in a good state of repair
- seek written permission from us before making any alterations
- clean and clear your property before moving or ending your tenancy

Remember our Housing and Technical Services Teams are here to help guide you through the process. If you are struggling with any aspect of your move, we will try to help you or find someone who can.

want to find out more?

Further information about the Association is available in various ways.



You can speak to a member of staff by telephoning 01555 665316



Alternatively, email: mail@clydesdale-housing.org.uk



You may prefer to visit our website: www.clydesdale-housing.org.uk



or come to see us in person at our area offices at 99 High Street, Lanark ML11 7LN



Find us on Facebook: www.facebook.com/ClydesdaleHousingAssociation/

Clydesdale Housing Association Limited is a not-for-profit housing association registered under the Co-operative and Community Benefits Societies Act 2014. It is also recognised by HM Revenue and Customs as a Scottish charity and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord. Registered no.: 2237R(S) Scottish charity: SCO34228 Social landlord no.: HAL 93

If you have difficulty in reading or understanding English and require help in translating or interpreting any information that Clydesdale Housing Association provides, or if you have other special requirements and need further help, please ask at reception or contact us on 01555 665316.



HAPPY TO TRANSLATE