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Ending or transferring your tenancy...what you need to know



**SHETTLESTON
HOUSING
ASSOCIATION**



building communities
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Ending your tenancy with Shettleston Housing Association

PLEASE RETURN THE PROPERTY TO US IN THE CONDITION THAT YOU RECEIVED IT IN

Question: Do I need to let the Association know I am moving?

Answer: Yes, you must give us four weeks notice in writing of your intention to leave your property alternatively speak to your housing officer who will fill out a tenancy termination form with you and get you to sign it.



Question: Do I need to let the Association inspect my property before I hand my keys in?

Answer: Yes, ideally whenever possible you should make arrangements for the maintenance officer who deals with the Associations empty properties to inspect your property before you return your keys to us.

Question: What will happen if I do not allow the Association to inspect my property prior to handing back my keys?

Answer: The property will be inspected once we receive your keys and should we find any issue for which you can be held responsible we will issue a recharge invoice to yourself once we have rectified the issues. This can be anything from tenant damage, alterations carried out or unsuitable decoration which would stop us from re letting the property to someone else immediately.

Question: How many set of keys am I expected to hand back to the Association?

Answer: When you sign a tenancy with the Association every tenant is given a minimum of two sets of house keys and if the close door is operated via a fob a minimum of two fobs would also have been issued. The Association expects to receive two fobs back and at least one set of keys for your property.



Question: Should I leave any keys I have for operating my windows in the property when I leave?

Answer: Yes, you should leave your window keys in the window locks.



Question: Can I leave items in the property when I leave it?

Answer: No, the property must be completely empty when you return your keys; this includes all flooring and window coverings.

Question: What happens if I have made alterations to the property without getting the Associations permission?

Answer: If you have carried out alterations to the property without permission these must be returned to the original condition an example of this would be if you have fitted your own light fittings these must be returned to a standard white pendant.

Question: Should I clean the property before I hand my keys in?

Answer: Yes, the Association would expect to have the flat returned in a clean condition an example would be washing down sanitary ware and inside of kitchen units



Question: What should I do about the gas and electricity in the flat?

Answer: On the day that you return your keys you should take gas and electricity meter readings phone your provider give them the readings and confirm the date that you have ended your tenancy along with your forwarding address. *If you do not know how to take meter readings you can contact the Association who can guide you on how to do this.* If your meters are topped up using a key and a card you should leave these in the property when you return your keys to us.

What if I am applying to transfer my current tenancy to another of the Association's properties?

If it is the case that you have applied to the Association to **TRANSFER** to another of its properties from the one you are currently the tenant of the same information listed above also applies to you. In addition to the above you might find the additional Q&A's below helpful.



Question: Will the condition of my current property affect me getting offered another property with the Association?

Answer: Yes, the Association expects to get your property back in a condition where it is able to be re-let in a very short space of time and with minimal void works needed to accomplish this.



Question: What will happen if I do not carry out the works the Association has identified for me to do during my property inspection?

Answer: The Association may refuse to allow you to move if you do not carry out these works and return the property to us in the condition that you received it in.

Question: What will happen if the Association allows me to transfer and additional works are found when the property has been emptied or if damage occurs while I am in the process of moving?

Answer: Any additional issue found after the property has been returned to us will be photographed, rectified by us and a recharge invoice will be issued to you at your new address for payment.

Question: What do I do if I do not agree I am responsible for something which is picked up during my property inspection or after I have returned my keys?

Answer: You should put your objections or concerns in writing to the Maintenance Manager who will investigate the issues and respond with the Associations decision.



Question: What should I do if I cannot get tradesmen to disconnect my cooker or washing machine prior to my move date?

Answer: The Association can assist with tradesmen to disconnect electrical equipment or plumbed in equipment but the use of their services would be rechargeable to you. You should contact the Association who can advise you of the cost of this service.

The above questions and answers are a guide only, if there is anything you are unsure of prior to returning your keys please contact the Association staff who will be happy to guide you through the process.



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