

Moving Out

How to end your tenancy

There may be various different reasons why you want to move out of your home. This information leaflet explains what you need to do and what you can expect from us if you want to end your tenancy.

How do I end my tenancy with Caldmore Housing?

Your tenancy agreement requires you to give us four weeks notice in writing, stating that you wish to end your tenancy.

The four week notice period starts from the first Saturday your notice is received by your Housing Officer.

Please telephone to discuss this if you have any queries. We will be happy to help.

What happens once I have given written notice?

Once we have received your notice, your Housing Officer will write to you, confirming the date on which your tenancy will end. Your Housing Officer will arrange an appointment to visit you with a Surveyor. This visit will involve an inspection of your property.

During the inspection of your home, we take note of any repairs that may be needed. If these repairs are your

responsibility, you must complete the before you move.

You must take all furniture, carpets and rubbish with you. If you leave any behind, the cost of removal will be charged to you.

When should I have in my keys?

Your keys should be handed into our office by 4:00pm on the Friday before your tenancy ends. If there is a delay in your move, you must let us know immediately. You will be responsible for further rent payments if we do not receive your keys on time.

What if I have rent arrears?

If you have arrears outstanding, it is important that you clear this debt before you leave. If this is difficult for you, please speak to your Housing Officer to agree a payment agreement. If you do not make an agreement, we will continue to pursue these arrears through County Court. A County Court judgement will affect your ability to obtain credit, hire, purchase or catalogue goods.

Exit Gift

If we are satisfied that your property is left clean, free of rubbish, no tenants responsible repairs are outstanding and if you have your keys on time, we will give you an Exit Gift. This gift will be a £50.00 voucher for a DIY store.

Opening Hours/Contact Details

The reception is open from 9am - 1pm, 2pm - 5pm Monday to Friday (except Bank Holidays), where customer services staff are on hand to deal with a wide range of enquiries, including reporting a repair, and offer advice and assistance.

Telephone: 01922 614505
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