



Our commitment

We are committed to making the process of moving out of your home simple, clear and fair.



When you end your tenancy with us, we will be:

- 1 **Clear.** We explain what you need to do and what to expect at every stage.
- 2 **Fair.** We apply our policies consistently.
- 3 **Supportive.** We help you understand your responsibilities and provide information about support available.
- 4 **Respectful.** We treat you with courtesy and value your experience as a customer.
- 5 **Responsive.** We act promptly and keep you informed.

Giving notice

When you tell us you are moving out, we will:

- ✓ Confirm your notice quickly and clearly, including your tenancy end date.
- ✓ Provide clear guidance about what you need to do before leaving.
- ✓ Explain rent charges, final payments and how to return your keys.
- ✓ Offer support if you are moving due to changes in circumstances, health or financial pressures.

Preparing to leave

We will:

- ✓ Offer a pre termination inspection to explain what needs to be done before you move.
- ✓ Provide clear guidance about cleaning, repairs and what must be left in the property.
- ✓ Advise you about how to avoid re chargeable costs.



What we ask you to do

To help the process run smoothly, we ask that you:

- ✓ Leave your home clean, tidy and empty, including lofts, sheds and gardens.
- ✓ Remove all furniture, belongings and rubbish.
- ✓ Repair any damage caused by you, your household or your visitors.
- ✓ Leave fixtures and fittings in good working order.
- ✓ Let us know about any safety issues or repairs needed.

If you need support clearing your home, we can help with information about local services.

The move-out inspection

We will:

- ✓ Carry out an inspection of your home during your notice period.
- ✓ Explain clearly any cleaning or repairs required before you leave.
- ✓ Only recharge for damage that is beyond normal wear and tear.
- ✓ Treat you fairly, consistently and respectfully.

Your **Housing Officer** can help if you have any questions.



On the day you move out

Returning your keys

You will need to return all keys (including window keys, fobs and communal keys) by 12 noon on the day your tenancy ends.

We will:

- ✓ Confirm that your keys have been received.
- ✓ Let you know if anything else is needed.

Final checks

After you have moved out, we will:

- ✓ Carry out a final inspection of your home.
- ✓ Check for any damage, cleaning issues or items left behind.
- ✓ Contact you within 10 working days if there are any recharges to discuss.



Your final account

We will:

- ✓ Provide a clear breakdown of any outstanding rent or charges.
- ✓ Refund any credit balance where applicable.
- ✓ Offer support if you need help with payments or financial advice.
- ✓ Give you contact details for any queries after you have moved out.



How we can work together to meet this standard

To support a smooth move out process, we ask that you:

- ✓ Give the correct notice in line with your tenancy agreement.
- ✓ Continue to pay rent until your tenancy ends.
- ✓ Provide access for inspections and agreed appointments.
- ✓ Leave your home in the expected condition.
- ✓ Return all keys on time.
- ✓ Treat our colleagues with courtesy and respect.



Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We recognise that moving out can sometimes be linked to difficult or unexpected circumstances.

We will:

- ✓ Take account of your personal circumstances.
- ✓ Offer additional support where you may need help understanding or completing the process.



If we don't meet this standard

If you feel we have not met the commitments set out in this standard, you can:

- ✓ Contact our **Housing Manager** through our **Customer Service Team**.
- ✓ **Make a complaint** – find out what to expect from our **Complaints Service** [here](#).

How we check we're meeting this standard

- ✓ **We will ensure** consistency and fairness in how recharges and decisions are applied.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.

