

HELP SHEET: ENDING A TENANCY

Information for tenants, Attorneys, next of kin or Executors

Ending a tenancy can be for a number of reasons – you may be moving to another property, someone may be handling your affairs under a Power of Attorney or Court of Protection order or in the event of a death, your next of kin or executor may be dealing with your affairs. It is essential to write and let us know that you intend to bring a tenancy to an end. We cannot act to end a tenancy from verbal notification, such as a telephone call. This applies equally to next of kin, an executor, an Attorney or an outgoing resident for any property being rented from Hanover.

There are legal rules about who can terminate a tenancy, particularly regarding residents who can no longer deal with their own affairs. In these circumstances we can only accept a termination from a person who has legal authority to do so. Please seek advice from your Estate Manager or from the Lettings and Enquiries team.

What notice do I need to give to end a tenancy?

Our Tenancy Agreement states that one months' notice is required to end a tenancy. This written notice should be sent to the Estate Manager or to the Lettings & Enquiries team at the St Neots office – Nelson House, Alington Road, St Neots, Cambridgeshire PE19 6RE. You will then receive an acknowledgement outlining the tenancy end date (calculated from the date we receive notification). If you are transferring to another Hanover property the notice period is two weeks upon receipt of your written notification.

In the event of a death...the person who is handling the affairs of the deceased, or the executor of the will, should write to us giving notice on the tenancy. We appreciate that this is a difficult time for relatives and friends therefore we allow the tenancy to run until the property has been cleared. A formal calendar months notice is not therefore necessary – however the longer a tenancy is allowed to run the greater the claim will be on your estate because rent continues to be charged until the tenancy

ends formally. Any benefit entitlements, including housing benefit will cease on the date of a death.

Related charges & other notifications

There are a number of items related to a tenancy that will need dealing with when ending a tenancy, including;

- **Rent & service charge** – Rent and the service charge are due up to and including the official tenancy end date. You will need to cancel any bank standing order arrangements for after that date. If housing benefit is being claimed you will need to notify the local authority's housing benefit section of the tenancy end date.
- **Water rates, council tax and utilities** – In the majority of cases it is the responsibility of the resident to pay water rates, council tax and utility costs. Therefore you must notify each supplier of the end of tenancy date and when the property becomes empty. If water rates or council tax have been paid in advance then a refund may be due. If these charges are collected with the monies paid to Hanover then you do not have to take any action.
- **Telephone and internet connections** – Please arrange for these connections to be disconnected or transferred to your new home.
- **Fixtures** – If improvements have been carried out to the property, then these can be left behind for the benefit of the incoming resident (unless you have been specifically requested to remove them). If you decide to do this Hanover cannot pay compensation for the improvements unless this has been previously agreed. The new resident will not be charged for these improvements. If the improvements are removed, any damage must be made good to Hanover's satisfaction (for example if you have fitted your own fire surround). Items such as carpets, curtain rails and curtains can be left in place where their condition is suitable to keep. Any standard fittings such as lights, doors, wall fires need to be reinstated to their original state.

- **Decorations** – Under the terms of the Tenancy Agreement your property should be left in good condition and repair. This means it must be acceptable to Hanover for re-letting to the incoming resident. We will make an inspection of the property and we do reserve the right to recharge you if we need to carry out any works. Please ensure that the decorations are in good order before you hand in the keys.
- **Cleaning** – Your property should be clean and tidy, making sure that everything is cleaned (including cupboards) and that nothing is left behind. There will be a recharge or claim on an estate on any costs incurred by Hanover for cleaning or disposing of unwanted items.
- **Viewing** – Hanover will wish to re-let the property as soon as possible. Applicants who are offered accommodation will expect to be able to make a viewing. Where a resident is still occupying the property their cooperation will be requested should the viewing need to take place prior to the tenancy end date. If the property is empty it will be assumed that authority is given for viewing. Viewings will only take place through the Estate Manager who will accompany any persons.
- **Post** – Please notify the post office concerning the redirection of your mail.
- **Keys** – When you have finished in your property please hand all keys, pendants or fobs to the Estate Manager. Once keys are handed in Hanover will assume that you no longer require access to the property or possession of it. Keys must be handed in by the official termination date otherwise further rent payments and other property related charges will be due.

Contact details

If you have a query please contact the Estate Manager or the

Lettings & Enquiries Team
Hanover Housing Association
Nelson House
Alington Road
Eynesbury
St Neots
PE19 6RE

Tel: 0800 280 2575

e-mail: lettings&enquiries@hanover.org.uk