
Ending a Tenancy

Information for Tenants, Attorneys, Executors or Preferred Contacts

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. In the event of a death, your executor or preferred contact, 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 an executor, Attorney, preferred contact or an outgoing resident for any property being rented from Hanover.

What notice is needed 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 Team at the St Neots office – Nelson House, Alington Road, St Neots, Cambridgeshire PE19 6RE. You will then receive an acknowledgement confirming the tenancy end date and any other related charges. Notice is calculated from the date Hanover receive notification.

Tenancies can only be legally ended by the resident(s). The exception would be when third party holds Power of Attorney or Court of Protection deputyship. A copy of this document must be included with any written notice on behalf of a resident (s).

In the event of a death: the person who is handling the affairs of the deceased, or the executor of the will, should contact the Estate Manager or the Lettings Team who will be able to advise and discuss provisional tenancy end dates. Please provide us with a copy of the death certificate, which we will copy and return to you. We appreciate that this is a difficult time for relatives and friends; therefore a formal calendar months notice is not necessary.

The tenancy will end once the property has been cleared and the keys have been returned to the Estate Manager. A rent equivalent charge will remain on the property until the tenancy ends formally. However, the longer a tenancy is allowed to run, the greater the claim will be on the estate. Any benefit entitlements, including housing benefit will cease on the Sunday after the date of death.

Related charges and other notifications

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

- **Rent and 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.
- **Housing Benefit** – if you receive Housing Benefit you will need to notify the local authority benefit section of the tenancy end date.

Housing Benefit will be paid until the date you move out. If you move out early you may still get help with any rent due until the end of the tenancy. If you are moving to a new home where:

- You will be claiming Housing Benefit to help pay your rent, you may get help with both properties for the notice period; or
- You will not be paying rent (nor claiming Housing Benefit there) you can still get Housing Benefit for your notice period. This should apply if you move into a residential or care home.

You may get up to 4 weeks Housing Benefit in either case, and will need to apply in writing to the local authority – your Estate Manager or the Lettings and Enquiries team can advise further.

This should also apply if you have been staying temporarily in residential or nursing care, or in hospital but have now decided to end your tenancy and live there permanently or move elsewhere.

- **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.

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- **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). At the discretion of the Estate Manager, items such as carpets, curtain rails and curtains may be left in place where their condition is suitable to keep. This decision will be made during the initial property inspection. 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 your Estate Manager, or

Lettings Team

Hanover Housing Association

Nelson House

Alington Road

Eynesbury

St Neots

PE19 6RE

Tel: 01480 226587

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