

This leaflet explains the process of moving out of your home. If you need any more advice you should contact your Housing Officer.

## Giving notice

In order to end your tenancy, you must give Willow Tree Housing Partnership Limited (WTHP) notice. In most cases, this will be four weeks notice, to end on a Sunday.

You should write a signed letter to WTHP giving your notice. Please contact us if you need assistance with this.

Your letter should include: the date you are giving us notice and the date your tenancy will end. (This will be the Sunday four weeks following your notice date). If you aren't sure, give us a call and we can tell you the correct dates.

## What if I need to move sooner than 4 weeks?

Except where you are ending a tenancy on behalf of someone who has died, WTHP is unable to accept less than 4 weeks notice.

If you are entitled to a benefit that pays your housing costs, changes in circumstances may affect your benefit entitlement. It is unlikely that you will be able to get housing costs for two properties, therefore you will be liable for full rental costs.

If you pay your rent yourself, you will need to make arrangements to pay your rent until the end of your tenancy.

## Property inspection

Once we have received your notice we will arrange an inspection of your property. We will be able to advise you of any repairs you need to do to bring your property up to the proper standard, and we will discuss how you will pay your last week's rent and any arrears that maybe be outstanding.

## What else should I do?

Make sure that you give WTHP your forwarding address and pay any outstanding debts. If you need to check this, please call the office. You will also need to let everyone else know you are moving, such as:

Your utility suppliers	TV licence and cable supplier	Universal Credit
Your water supplier	Insurance companies	Your employer
DVLA for your driving licence	Car Tax and insurance	The Council

## What to do before you hand your keys back

You will need to leave your property in good condition when you leave. This includes:-

- removing all of your furniture and personal possessions
- Removing any rubbish, including from gardens and sheds
- clean the kitchen, bathroom, carpets, walls, skirting boards etc
- carry out any repairs or decoration you have been asked to do
- Filling any holes left by pictures and make good
- take meter readings for gas, electric and water

Any costs incurred by WTHP housing will be re-charged.

Finally, you need to hand in **all** of the keys to us, or leave them in the key safe if that has been agreed.

Your Housing Officer will confirm in writing how the keys to the property are to be handed back to WTHP, this will normally be in the key safe attached to the property. If you do not hand in your keys, you will be charged rent for a further week.

Unfortunately, if you do not leave the property in good condition you may be recharged the cost of any repairs or decoration. You will always be charged for removing any rubbish or furniture and for any cleaning we have to do.

### Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,  
Somerset BS26 2TN

### Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth,  
Devon, PL1 3LF

Tel: **01934 750780**

**[customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)**

**[www.willowtreehousing.org.uk](http://www.willowtreehousing.org.uk)**