

# LEAVING YOUR PROPERTY

FORMER TENANT ARREARS AND RECHARGEABLE REPAIRS



DEVELOPING HOMES AND CREATING OPPORTUNITIES  
FOR PEOPLE WITHIN WEST NORFOLK

**Freebridge**  
COMMUNITY HOUSING

# LEAVING YOUR PROPERTY

## Former Tenant Arrears and Rechargeable Repairs

### What are Former Tenant Arrears and Rechargeable Repairs?

If you are no longer our tenant and have left our property owing money on your rent account; this is known as Former Tenant Arrears. If there are repairs, cleaning or clearing of the property required when you leave, you will be charged for the work; these are known as Rechargeable Repairs.

### How can I make sure I have no arrears when I move out of my tenancy?

When you make the decision to leave the property you must give four full weeks notice in writing, even if you leave before the notice period finishes you will be charged rent for the whole four week notice period. Four weeks rent will still be charged even if the keys are returned early. The notice period runs from Monday to Sunday.

If you fail to give the four weeks notice required or abandon your property, you will still be charged rent for the full four week notice period.

Keys are required to be handed in no later than 10:00am on the Monday immediately after the four week notice period ends. If you do not hand in your keys by the required date you may be charged for a lock change.

If you are in receipt of Housing Benefit and you leave before the end of the four week notice period, you will only receive Housing Benefit up to the date you moved out; you will therefore be expected to pay the difference up to the end of the tenancy. In some cases it may be possible to make a claim for overlapping Housing Benefit on both your new property and the property you are leaving.



### How can I make sure there are no Rechargeable Repairs when I move out of my property?

Prior to returning the keys to your property you must ensure that you leave the property in a good state of repair; making good any damage caused by you or visitors to your property you must report any repairs that Freebridge are responsible for, remove all of your belongings inside the property, in the gardens and any communal areas and clean the property. If you are unsure about what repairs Freebridge are responsible for and which you are, please refer to your copy of the Tenant's Handbook.

The costs of clearing, cleaning and repairing the property, garden and any communal areas will be passed on to you.

The costs we charge for these works can be considerably higher than if you were to clear, clean and repair the property yourself so it is important that these requirements are met before you return your keys if you wish to avoid a large bill.

SPEAK TO THE INCOME TEAM FOR  
MORE INFORMATION ON THIS ON  
03332 404444

## How can I pay my Former Tenant Arrears?

It is always best to leave your property with no rent arrears. However, if you have arrears you can make payment in the following ways:-

# HOW TO PAY YOUR RENT

## How can I pay for any Rechargeable Repairs?

It is important that you leave your property clean, empty and in a good state of repair. However, if you receive a recharge invoice you can make payment at Juniper House via cash or cheque or you may send a cheque in the post.

## What do I do if I can't pay in full?

If you are not able to pay the arrears or the Recharge Invoice in full, arrangements can be made to pay the balance by instalments. Contact should be made with the Income Team on 03332 404444 or via email at [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk) to make an agreement to pay.

## What will happen if I ignore my former tenant debts?

If you leave your tenancy with Former Tenant Arrears or Rechargeable Repair debts and do not give us a forwarding address, we will use a tracing agency to find you.

If you ignore your debts and do not respond to reminder letters from Freebridge, your debt will be passed to a debt collection agency. This agency is employed by Freebridge Community Housing to collect Former Tenant Arrears and Rechargeable Repairs.

Having your debt passed to a collection agency can affect your credit rating and could lead to court action and further costs being added to the debt. You may also be visited at your new home by the debt collection agency.

## What can I do if I disagree with the Rechargeable Repairs invoice?

If you disagree with any of the charges or items on a Rechargeable Repair invoice you can dispute the invoice. To do this, we ask that you put your dispute in writing and send it to the Income Team, Juniper House, Austin Street, King's Lynn, PE30 1DZ.

Recovery action for the invoice will be placed on hold when a dispute is received and an investigation will be carried out. You will then be informed in writing of the decision made and any further action that may be required.

## Can I apply for another Freebridge tenancy if I have Former Tenant Arrears or outstanding Rechargeable Repairs?

Any debts you have after ending your tenancy could prevent you being offered another property by Freebridge Community Housing in the future.

Details of your arrears and any Rechargeable Repairs will be given in any future reference we provide regarding your tenancy, and could have a negative effect on renting a property from another landlord.

If you register with West Norfolk Homechoice at the Borough Council of King's Lynn and West Norfolk for a property with another Registered Social Landlord, you will be expected to pay any Former Tenant Arrears before being offered a new tenancy.

## What happens if a family member dies?

You are asked to advise us of the tenant's death and supply us with a death certificate as soon as possible. In accordance with the tenancy agreement, the tenancy will end four weeks after we receive written notice from you. The keys to the property will need to be returned to us no later than the final day of this four week period. Rent and other applicable service charges will continue to be charged for the property until the four weeks has passed. Housing Benefit will end on Sunday following the late tenant's death.

It is important to ensure that the property is clean, empty and in a good state of repair prior to returning the keys for the property. Once the keys are returned, if there are Former Tenant Arrears or a Recharge Invoice outstanding, a payment is required from the estate of the late tenant. If there is no estate, please advise the Income Team in writing as soon as possible.

**IF ENGLISH IS NOT YOUR FIRST LANGUAGE PLEASE TELL US – WE WILL BE HAPPY TO HELP YOU.  
PLEASE CONTACT US IF YOU REQUIRE THIS LEAFLET IN LARGER PRINT OR ON TAPE.**

Freebridge Community Housing  
Juniper House  
Austin Street  
King's Lynn  
Norfolk PE30 1DZ

**Email:** [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk)  
**Main Switchboard Telephone:** 03332 404 444

**Office Opening Hours:**

8:45am - 5.15pm (Mon-Thurs)

8:45am - 4.45pm (Fri)

Bank Holidays, Saturday and Sunday Closed

**Out of Office Hours:**

The main telephone number (03332 404 444)  
will divert to 24 hour emergency service.