ENDING YOUR TENANCY
INFORMATION ON WHAT YOU NEED TO DO

Please refer to your Welcome Book for a guide on how we would expect the property to be returned to us. If you have any questions about these expectations, please contact the Lettings Team on 03332 404 444 or email lettings@freebridge.org.uk



CONTACT YOUR ENERGY SUPPLIERS

Make sure you take final meter readings and let the gas, electricity and water companies know that you are moving. If you can, turn the stop tap off for water and gas supplies.

GIVE US 4 FULL WEEKS' NOTICE

To end your tenancy, you must give us 4 weeks' notice in writing by completing this form.

Make sure you give us your forwarding address and telephone number.

If you hold Power of Attorney and you are ending a tenancy on someone else's behalf you will need to send us evidence of this with the Ending Your Tenancy form.

ARRANGE AN INSPECTION OF YOUR PROPERTY BY CONTACTING THE LETTINGS TEAM ON 03332 404444

The surveyor who carries out the inspection will check for any repairs needed and damage to the property whether deliberate or accidental. If the Surveyor notices damage to the property which has been caused deliberately or through neglect you will be charged the cost of us putting the damage right. Your property must be in a good decorative state. You will either need to redecorate the rooms identified or pay the cost for the redecoration to Freebridge (this will be at surveyor discretion). Please help the Surveyor by ensuring the property is clean and tidy and by making sure furniture can be moved if necessary.

KNOW YOUR TENANCY END DATE

Look out for a letter from the Lettings Team. It will include details of when your tenancy will end and advise you of the lock change that will take place from 8am on the day after your tenancy ends. All tenancies will end on a Sunday. If an Ending Tenancy form is received by Freebridge on Monday then that week will be included as a full week of the notice period. However, if an Ending Tenancy form is received by Freebridge on Tuesday onwards then the following week will be the first week of the notice period.

Freebridge
COMMUNITY HOUSING

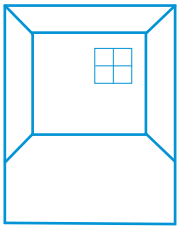
PAY YOUR RENT

You must keep paying your rent until your tenancy end date. The Lettings Team will send you a letter to confirm how much will be due until your tenancy ends.

If you owe us any money when you leave then this may make it difficult for you to be rehoused. Details of the amount owed will be given in any future reference we provide about your tenancy and could have a negative effect on renting a property from another landlord.

If you claim Housing Benefit you should let your local council know that you are moving so that you can make a claim at your new address. If you are planning to move before your tenancy ends, it is likely that Housing Benefit will not pay on 2 addresses at the same time and so you will need to make up the difference. For more advice on Housing Benefit please contact the Borough Council of King's Lynn and West Norfolk on 01553 616200.

If you are claiming Universal Credit you will need to confirm the last day of your tenancy on you own journal.



CLEAR THE PROPERTY OF ALL BELONGINGS

You must remove your furniture, personal possessions, carpets and any rubbish from your home and garden before you leave. If we have to clear your belongings or carry out any repairs because you have damaged the property, we will charge you for this work.

If you have things you don't want there may be agencies who can help by collecting your items so somebody else can use them. Please contact us on 03332 404444 for more information.

Alternatively; if you wish to dispose of items you can do so at local recycling centres or by contacting the Borough Council of King's Lynn & West Norfolk's collection service on 01553 616200. You will be charged for this service.



GIVE US ANY PREPAYMENT CARDS AND KEYS

All prepayment cards and keys will need to be provided to Freebridge. Please return them with your keys.

All keys, fobs and parking permits must be left in the property or returned to Juniper House, Austin Street, King's Lynn, Norfolk, PE30 1DZ prior to the end of your tenancy. Sheltered housing keys can be returned to the scheme office.

The office is open Monday to Thursday 8.45am – 5.15pm and Friday 8.45am – 4.45pm.

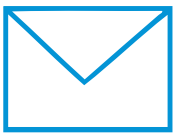
If you wish to return your keys earlier than the tenancy end date, there will be a keybox fitted at the property to leave your keys securely at the property.

Or you can send them to us in the post.

Any keys returned via post must be labelled.

If you need to hand in the keys late, please contact us. We will charge an extra week's or part week's rent for every week until you return them. A lock change will take place from 8.00am on the day after your Tenancy has ended.

If you have any queries about this information please contact us on 03332 404444.



REDIRECT YOUR MAIL

Neither Freebridge or the next tenant have a responsibility for any mail delivered to the property once you have returned your keys.

You can either redirect the mail by popping to your local Post Office or you can contact all of your senders to let them know your new address.

UNIVERSAL CREDIT

Freebridge COMMUNITY HOUSING

UNIVERSAL CREDIT

If you claim Universal Credit, the assessment of your housing element will be assessed upon your circumstances on the last day of your 'Monthly Assessment Period' (MAP) and any changes i.e. new address, will be backdated to the beginning of the MAP in which the change occurred. This may mean that you will receive less housing costs than the rent charged for that period.

Please talk to us before you complete this form so we can advise the best date for your tenancy to end, based upon maximising your entitlement to the housing element of Universal Credit.

NOTICE OF TERMINATION OF TENANCY - TENANT/S NOTICE TO QUIT

Please complete in full and retun to: Freebridge Community Housing, Juniper House, Austin Street, King's Lynn, Norfolk, PE30 1DZ

Tenant Name(s): _____

Tenant Address: _____

_____

Current telephone numbers for contact (Home and/or Mobile):

_____

Tenancy end date: / /

Please note that in the case of joint tenants, the Tenancy Agreement is/can be brought to an end by written notice being received from only one of the joint tenants.

Please also note that this notice will be effective from the date that it is received by Freebridge Community Housing, and not the date that it is signed.

I/We the above tenant/s of the above property confirm that we wish to give 4 full weeks notice to terminate our Tenancy with Freebridge Community Housing, and consider this notice - signed and dated below - to be our written Notice for that purpose. I understand if I leave any possessions in the property, they will be disposed of by Freebridge without further notice, giving up any rights to those posessions and you may be charged for the clearance and disposal of the items.

Signed (Tenant)
Dated
Signed (Power of Attorney*)
Dated

* Please only sign here if you are giving notice on behalf of the tenant

The wheelie bins supplied will be secured within the property when I leave (Black and green wheelie bins): YES ☐ NO ☐

If you rent a garage from us, do you wish to end the tenancy on this too? YES ☐ NO ☐ N/A ☐

Address of garage: _____

If you have a parking permit, please can you return the permit to us when you return your keys

Please confirm who your current energy supplier is (if known):

Gas: _____ Electricity: _____

(Continued)

If you can tell us the following information, this will help us understand our tenants needs and what they want from us.

REASON FOR LEAVING

- ☐ Moving to be with partner
- ☐ Moving to be closer to friends or family
- ☐ Moving to be closer to work
- ☐ Affordability
- ☐ Neighbour Nuisance
- ☐ Property unsuitable due to ill health or a disability
- ☐ Permanent move to a residential home
- ☐ Other: _

_ _

NEW ADDRESS

Forwarding address/next of kin details:

_ _

_ _

_ _

_ _

_ _

_ _

Telephone No: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

DATA PROTECTION PRIVACY STATEMENT

Freebridge Data Protection Privacy Statement: We take your privacy seriously and you can find out more about your privacy rights and how we collect, use, share and secure your personal identifiable information ("personal information") by referring to our Privacy Notice which can be found on our website (http://www.freebridge.org.uk/documents/Privacy-Notice-Tenants.pdf) or by requesting a hard copy from us.

How we use your personal information will depend on the services we provide to you. However, we obtain your personal information so we may conduct our normal business operations as a registered social housing provider.

The Privacy Notice provides information about how we use your personal information with effect from 25th May 2018 and updates any previous information we have provided about using your personal information.

If we make any significant changes affecting how we use your personal information, we will make changes to the Privacy Notice, and we will contact you to inform you of these changes.

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the law to the processing and protection of your personal identifiable information. Should you have any questions about how we use your personal identifiable information, our DPO can be reached by writing to us and addressing your letter to:

Data Protection Officer, Freebridge Community Housing, Juniper House, Austin Street, Kings Lynn, Norfolk PE30 1DZ; or Email us at DataProtectionOfficer@freebridge.org.uk

IF YOU NEED ANY HELP TO UNDERSTAND THIS PUBLICATION, PLEASE GET IN TOUCH.

Freebridge Community Housing
Juniper House
Austin Street
King's Lynn
Norfolk PE30 1DZ
Email: lettings@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 our 24 hour emergency service.

Freebridge
COMMUNITY HOUSING