



Tai  
**Wales & West**  
Housing

# Moving out

## Moving out

If you decide to move home, we want the process to be as smooth and as simple as possible. If you are moving out, we are sorry to see you go and want to understand why you wish to leave, where you are moving to and what is important to you at this time, so we can do our bit to make the process easy.

There are a number of steps we both need to follow and the current situation with Covid 19 means we need to do things a little differently to ensure we all stay safe. The Welsh Government has amended the coronavirus health protection regulations so that it is now possible for people who wish to move home to do so. This guidance provides important public health information to ensure that moving home and key activities around this can happen safely.

With safety being the number one priority, everyone involved needs to be as flexible as possible and be prepared to delay moving, for example if someone becomes ill with coronavirus during the moving process or must self-isolate. It may also become necessary to pause all home moves for a short period of time to manage the spread of the virus if that is what Welsh Government advise.

Throughout the process we will ask if anyone in the household has symptoms of Covid 19, is self-isolating or is shielding or clinically vulnerable. It is important you tell us if anyone falls into one of these categories to enable us to take additional precautionary measures to protect you and us. It may be possible for the process to continue as planned or in some situations the letting may need to be delayed for a short while, for example until the end of a period of self-isolation.

## Ending your tenancy

When you tell us you wish to leave, we will ask you about your reasons for leaving and, depending on the reasons, if there is anything we can do so that you can stay.

If you want to end your tenancy you will need to give us at least 4 weeks' notice in writing, we will also accept an email to [contactus@wwha.co.uk](mailto:contactus@wwha.co.uk).

You're still required to pay all rent due to the end of the notice period and you're also still responsible for ensuring the property is returned in good condition and ready to be re-let.

We will discuss and agree with you the process we will both follow and what needs to happen. Specifically, we will agree:

- The rent position and make arrangements to take payment
- Contact details and forwarding address
- Property condition, clearing and what can be left and details of damage or repairs required



## Property inspection

We will discuss with you the condition of the property and what we expect in terms of how it should be left when you leave. We may ask you to send us some photographs (or a video) of your home to help us understand what might need to be done and, if you have one, this can be done on your smartphone and sent via email or WhatsApp to your Housing Officer.

Photos of the following areas are really useful:

- Front and back garden (if applicable)
- Front and back door
- Each room, especially the bathroom and kitchen
- Specific repairs you identify
- Photos of your gas and electric meters

In most cases we will want to visit you in your home so we can carry out a property inspection and talk through with you the leaving process. We want the visit to be done in such a way as to ensure everyone's safety and that reduces the risk of the spread of the virus. Therefore we will need a few arrangements to be put in place:

- You need to tell us if anyone living or visiting the property has symptoms, is self-isolating, shielding or vulnerable
- Opening doors and windows in all rooms, where possible, so that there is no need for our Housing Officer to touch handles
- Move furniture, where possible, so that 2 metres social distancing can be maintained
- Ask children or other people, living in the property to remain in one room while the visit is being carried out and for any pets to be kept in the same room
- Avoid making any refreshments while the visit is being undertaken

At the end of the visit, the Housing Officer will agree with you any works that need to be completed before you leave and the amount that we will recharge you if works are not completed. We will email or send by post a copy of what we have agreed with photos, if necessary.

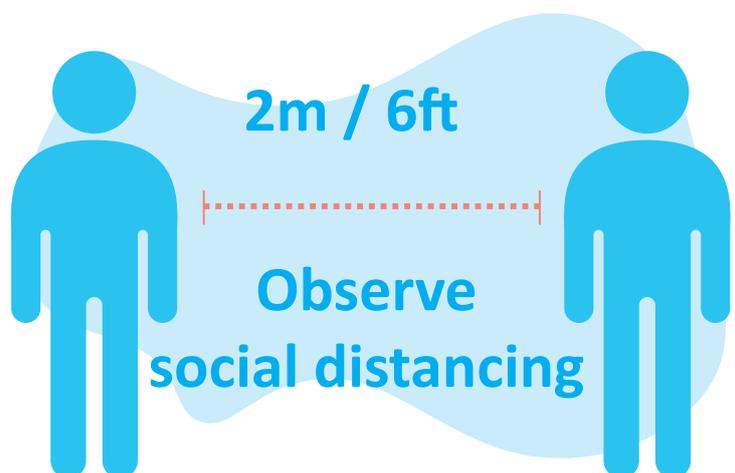
## Clearing the property

During our visit or discussions with you we will talk about any items of furniture or carpets for example, that you do not wish to take with you to your new home. Some of these items may be of use to the new resident who is going to move in. We will discuss these items with the new resident and let you know if you can leave them or not.

When you leave the property, you need to make every effort to make sure it is clean and clear of items including furniture, carpets and curtains as well as items in sheds, attics or garages, other than those items agreed with the Housing Officer can be left behind. If we have to clear items or rubbish, we will recharge you. However, we appreciate the temporary restricted access of recycling and household waste centres makes this difficult. Please speak to us if for any reason you're not able to clear the property fully.

## Returning your keys

As soon as we know you are leaving, in most instances we will fit a key safe outside of your home. We ask that you put all the keys you have to the property including sheds and outbuildings in the key safe. If it has not been possible to fit a key safe at your home then your Housing Officer will discuss this with you. You'll need to either email or text your Housing Officer to confirm you've left the keys in the safe and you may be re-charged if you don't return them at the end of your tenancy.



# After you've moved out and what could you be charged for?

A member of staff will visit the property to inspect and assess what works will be required. We may also take photos or a video of the property and if there are more works than we expected and agreed with you then we may recharge you.

Charges could include:

- Gaining access to the property if you don't return the keys in time
- Clearing the property of personal belongings/appliances
- Clearing the garden(s) and cutting the grass
- Cleaning the property, including removing mould

- Repairing/replacing damaged items
- Settling debts on utility meters and ordering replacement cards/keys
- Re-decorating the property if it's not been decorated to an acceptable standard

Please speak to your Housing Officer if you have any questions or concerns about ending your tenancy.

## Good luck with the move!

