

# Moving Out

**Leaving  
a council  
tenancy**



# Moving out

## A guide for people leaving a council tenancy

Moving to a new home can be an exciting and busy time. This leaflet lets you know what happens when you end your tenancy with us. It also tells you what you need to do before moving out, and the procedure we follow to ensure that costs are kept to a minimum for you and us.

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## End of tenancy notification

When leaving a council tenancy, normally you must give us 28 days-notice. You can do this by completing an End of Tenancy Notification form. If you are moving to another council or housing association tenancy or if you are leaving any type of homeless accommodation, we will accept a shorter notice period. We will work with you during this period to ensure you understand your legal obligations so that the council property you are in is left in good condition to allow us to let the property to a new tenant as soon as possible.

## Pre-termination visit

Where possible, your Housing Officer will visit you to inspect the property and advise you of repairs or decoration you need to do before you leave (if any). They will also tell you if you can claim money back for improvements you have carried out during your tenancy. Your Housing Officer may advise you of any grants you may be entitled to if you are moving to a smaller council or housing association property within East Lothian.

When your house is fully furnished it can be difficult to see all repairs and the condition of the decor, a full inspection will be carried out after you move out. It is in your best interest to complete any work which is your responsibility before you move, otherwise we will do the work and recharge you.

Your Housing Officer will take photographs of both your kitchen and bathroom and may also take photographs of any fittings or fixtures which are not standard.

## Energy supply

The council may use a preferred energy supplier for all void properties to allow us to carry out safety checks and resolve any meter issues after a tenant moves out. We aim to start the process of switching suppliers as soon as we are notified that you are moving as this can often take some time.

## Moving out standard

When you move out you need to make sure the property is in a good condition. On leaving you should ensure that:

ASPECT	STANDARD
<b>Cleaning</b>	All rooms and cupboards are cleared of personal belongings and left in a clean and hygienic condition All woodwork, e.g. doors, skirting boards, and window sills are clean Electric socket covers are clean Kitchen units are emptied and all surfaces clean All bathroom fittings should be left clean Windows should be left clean The loft must be cleared of all items
<b>Decoration</b>	The house must be left in good decorative order
<b>Fixtures, fittings and alterations</b>	Fixtures, fittings and alterations which were installed without permission must be removed Missing or damaged fixtures and fittings should be replaced
<b>Floors</b>	All floor coverings must be removed unless your Housing Officer has agreed they can be left or you are leaving council homeless accommodation
<b>External areas</b>	Gardens and outbuildings must be left tidy and cleared of all items and rubbish
<b>Meters</b>	All debt is cleared on gas or electric prepayment meter All keys or payment cards for the meters are left in the property
<b>All keys</b>	Keys including door keys, stair cupboard and outbuilding keys and communal stair fobs must be returned by 12.00 noon on the date your tenancy ends.

## Clearing the property

If you have large items that you no longer need and wish to donate to a reuse organisation, e.g. furniture, soft furnishings or electrical items you can have them collected by contacting the reuse line on **0800 0665 820**. All items would need to be in good condition and if electrical items they must be in good working order.

You can arrange for the collection of bulky household items such as mattresses, furniture etc. that cannot be transported to your nearest recycling centre. This service is free of charge, however the waiting list for this can be up to 3 months, if your collection date is after the termination date then you will need to organise removal of these items before you return your keys.

To arrange a collection visit your local area office or call **01875 824305**.

## Rechargeable repairs

If you don't meet your responsibilities listed in the *Moving out standard* or we find further repairs after you move out that were your responsibility then we will do the work for you and you will be recharged.

Examples of what you could be charged are detailed in the moving out checklist overleaf, which you can use to determine if you have met all of your responsibilities.

## Moving out checklist & recharge costs

MOVING OUT CHECKLIST	YES	NO	IF TICKED 'NO' THE COST RECHARGED COULD BE:
Damaged fixtures/ fittings replaced			UP TO £5000
Items left in the house/loft			UP TO £300
All rooms left in clean and hygienic condition			UP TO £300
Garden and or shed/ outbuildings cleared or removed if instructed by Housing Officer			UP TO £500
Floor coverings removed (unless prior agreement with Housing Officer)			UP TO £300
Meter keys/cards for prepayment meters left			UP TO £25
Debt left on meters			UP TO £1000
All Keys, including, communal stair fobs, stair cupboard and outbuilding keys			UP TO £200

If you are entitled to any grants or incentives to downsize, rechargeable repairs (or any other debts owed to the council) may be deducted from them. Speak to your Community Housing Officer if you think that you may not be able to meet any of these requirements.

## Who else you may need to contact

You will need to let the following organisations know that you have moved:

- **East Lothian Council – Council Tax/Benefits**
- **Jobcentre Plus or via your Universal Credit Journal**
- **Energy supplier – you will need final meter readings**
- **Post Office to have your mail redirected**
- **Phone/broadband suppliers**

We hope you have found this information helpful.

It can all be discussed with your Housing Officer at the pre-termination visit which will be carried out prior to your moving out. Any work which you have been asked to complete will be notified in writing.

# Get in touch

**Call 01620 827 827, email us or visit your area office to speak to your Community Housing Officer.**

## Dunbar

Bleachingfield Centre, Countess Crescent, Dunbar  
**housingdunbar@eastlothian.gov.uk**

## Musselburgh

The Brunton, Ladywell Way, Musselburgh  
**musselburgharea@eastlothian.gov.uk**

## Haddington

John Muir House, Brewery Park, Haddington  
**haddeast@eastlothian.gov.uk**

## Prestonpans

Aldhammer House, High Street, Prestonpans  
**prestonpansarea@eastlothian.gov.uk**

## North Berwick

Library & Customer Services, School Road, North Berwick  
**housingnorthberwick@eastlothian.gov.uk**

## Tranent

George Johnston Centre, 35 Winton Place, Tranent  
**tranentarea@eastlothian.gov.uk**



Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone Customer Services if you require assistance on 01620 827199