

Your guide

to ending your tenancy

This leaflet gives you information about ending your tenancy and moving out of your home.

We need you to:

- Give us at least 4 weeks notice in writing that you are ending your tenancy. The date you say your tenancy ends should be a Monday
- Tell us your new address
- Pay your rent until your tenancy ends, and any arrears and other money owed to L&Q
- Return all keys to your local office by 12 noon on the Monday when your tenancy ends. If you don't return your keys in time, we will charge you an additional week's rent and the cost of changing the locks
- If you are transferring to another L&Q property, we may ask you to allow future tenants to view your home in the 4 weeks before you leave

Leaving your home in good condition

Please make sure you leave your home and garden in a clean and tidy condition so we can re-let it without having to repair things that you have damaged, change things that you have altered or remove old furniture and rubbish. We will charge you for the cost of work if we have to put things right.

If you had our permission to make improvements to the property, such as installing a new kitchen or bathroom, you may be entitled to claim compensation for this work. To see if you qualify, ask your Tenancy Services Officer.

Other things to remember before you move out

It can be easy to forget that it is not just us you need to tell when you are moving. You will also need to inform:

- The Post Office. You will need to arrange for your mail to be redirected (please be aware it takes at least 5 working days to set up). We can not accept responsibility for post that has been delivered after you have returned the keys to us
- Your utilities suppliers (i.e. gas, electricity, water, telephone) and other organisations you may deal with (e.g. TV licensing, satellite/cable company, mobile telephone provider, internet service provider (ISP), insurance company, bank/building society, credit card company, DVLA, doctor, dentist, vet, schools, employer)
- Your local council for Council Tax purposes and if you are receiving Housing Benefit
- HM Revenue and Customs if you are receiving Tax Credits or Child Benefit
- Your family, friends and neighbours

Final preparations

- Check with neighbours in order to leave room outside for a removal van or extra cars, resolve any parking problems or arrange permits
- Make up a box of essential things you could need on moving day

- Make arrangements for any pets
- Defrost fridges and freezers
- Get directions to your new property
- Keep personal possessions to hand
- Do a final check of the property to ensure that you have not left anything behind and that it is clean and tidy, and
- Lock all your windows and doors when you leave

Contact us

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L&Q is an exempt charity