



ENDING A TENANCY

SERVICE STATEMENT




GIVING NOTICE

- If you decide to leave your home and move out, you must inform us in writing, giving 4 weeks notice.
- If you move out before the end of the notice period, you will still be charged rent for the full 4 weeks.
- We will write to you to confirm we have received your notice.
- The notice period can be extended in special circumstances.
- You should give us your forwarding address.
- If the tenancy is ending following a death, please see the special section at the end of this leaflet.

PROPERTY INSPECTION

- We will visit you before you leave to advise you of any repairs or redecoration for which you are responsible.
- You must leave your property and garden clean, tidy and rubbish free.
- If we have to carry out these works after you leave, we will charge you. Further details on recharges can be provided on request.

RENT

- You must make sure your rent account is clear at the end of your tenancy.
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RETURNING KEYS

- Please return all keys, including keys for sheds or outhouses, on or before 12 midday on the day your tenancy ends.
- If you are late returning the keys, you will be charged an extra weeks rent.

INFORMING OTHERS

- You should inform your electricity and gas suppliers of your moving date, and take meter readings on the day you leave.
- You should inform your local council that you are moving for Council Tax and Housing Benefit purposes.
- You may wish to redirect your mail – we cannot be responsible for any mail which arrives after you leave.

WHAT HAPPENS TO A TENANCY WHEN SOMEONE DIES?

Has someone you lived with passed away or have you got responsibility for dealing with someone's tenancy after they have died?

The days and weeks after losing someone can be difficult enough without struggling to take on board the bewildering amount of information that you are expected to deal with. We hope this leaflet will help you by clearly explaining what you need to do now. Don't forget we are here to help, so please call in or telephone to speak to a member of staff who will try to help in any way they can. Our contact details can be found at the end of the leaflet.

I'm the one who has to tell you that someone has died. What do I do now?

The sooner we learn of someone's death, the sooner we can explain everything to you and begin to take the necessary action. You can advise us of someone's death by telephoning, writing or calling into the office. We will need a copy of the death certificate for our records (we can take a photocopy of the original) and it is also helpful to give us the contact details for someone who will act as the main contact point for us.

The person who died was living with someone else. What happens now?

What happens now depends on individual circumstances. In many cases the person might have held a joint tenancy in which case the surviving joint tenant can remain in the property. Even if there is no joint tenancy, in many cases the partner or surviving adult child of the person will have the right to succeed to the tenancy. Please speak to a member of staff as soon as possible to find out what your personal situation is.

The person who died was living alone. What happens now?

The tenancy will need to end. Whenever a tenancy ends there are certain actions that must be taken.

These will now be briefly explained, and full details can be found in the Tenants Handbook.

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How much time will we have before the keys have to be returned to Eden Housing Association?

Assuming that the property meets the minimum standard (see below) we will allow you two rent weeks from the death. There is no charge for this two week period. If you require longer than two weeks, the full rent must be paid for each extra week required.

Ending the tenancy - minimum standard

We expect all properties being returned to the Association to meet a minimum standard. We expect the property to be clean, in good decorative order and without any damage. This is a requirement of everyone's tenancy agreement and ensures that new tenants can expect a basic minimum standard.

**IN ABOUT GIVING UP YOUR
/ AND WHAT HAPPENS TO A
NCY WHEN SOMEONE DIES**

**We can't do the work required to make the property meet the minimum standard.
What happens?**

The Association can carry out the work for you, but a charge may be made. Further details on our recharges can be provided on request. If you would like to discuss this option further, please ask the officer who carries out the inspection, or telephone the office and ask for further advice.

SOME USEFUL CONTACT DETAILS

**EDEN DISTRICT COUNCIL
Bulk Waste Collection
Mansion House, Penrith
Tel: 01768 817817**

**IMPACT FURNITURE SERVICES
Tel: 01768 210555**

**SALVATION ARMY
Hunter Lane, Penrith
Tel: 01768 866732**

**CITIZENS ADVICE BUREAU
2 Sandgate, Penrith
Tel: 01768 863564**

**CRUSE BEREAVEMENT CARE
Tel: 0844 477 9400
www.crusebereavementcare.org.uk**

WHAT IF WE DO NOT MEET THIS STANDARD

If you wish to express your dissatisfaction about the standard of service or lack of action taken by us, tell us and give us the chance to put it right:

- Take up the issue with the staff member you have been dealing with
- If you are still unhappy, ask to speak with the manager
- If you cannot resolve the issue, you may make a formal complaint under our Complaints Procedure

For more detailed information about how to make a complaint, see our service statement leaflet "Customer Complaints"

OTHER FORMATS, OTHER LANGUAGES

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Lãngüagê Liñè



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✉ email: enquiry@edenha.org.uk

🌐 www.edenha.org.uk

☎ freephone repairs helpdesk: 0800 3581401

☎ freephone housing hotline: 0800 1833948