YOUR GUIDE TO

Ending Your Tenancy



At Community Gateway, we aim to make the moving out process as smooth as possible. This guide is designed to help you with that process, from giving notice, to handing back your keys. This guide sets out what you need to do before vacating the property.

What to do before you move

If you want to move out of your home and end your tenancy, you must:

Provide notice: You must provide four weeks' notice to us in writing, or over the phone.

Attend your exit interview: During your exit interview, we will ask about your reasons for leaving, discuss your experience with us and talk you through the process of handing the property back.

It is important that you are available for the interview. If the time and date you receive are not convenient, please contact us as soon as possible to arrange an alternative appointment.

Property inspection: An inspection will be carried out to identify any damages in the home. We will inform you of any potential recharges to you, which has not been caused through normal wear and tear. This will give you the opportunity to put these things right before you leave the property and avoid being charged.

Return your keys: All tenancies end on a Sunday and your keys must be returned to our offices at Harbour House, Port Way, Ashton-on-Ribble, Preston, PR2 2DW by 12:00 noon on Monday.

If keys are not returned on time, you will be charged an extra week's rent.

Leave your property clean and tidy: Remove all your belongings and rubbish. The property and any outbuildings and gardens must be clear.

If there are any items left behind, you will be charged for their removal. These charges range from £200 to £700.

You must fix any damages to avoid being billed for repairs.

Inform your providers: You must inform utility providers about your change of address. This involves your gas, electricity and water. Make sure that you:

- Do not forget to take meter readings and let your utility suppliers know your new address.
- If you have a pre-pay meter, ensure there is no debt remaining. Any debt cleared by us will be recharged to you.

Redirect your Mail: Set up mail redirection with Royal Mail at the Post Office or online to avoid missing important post. We will not be able to give you access to your old property, or collect mail on your behalf after your tenancy has ended and the keys are back with us.

Council Tax and Benefits: Notify the Local Authority of your new address. Housing Benefit, Universal Credit Housing Costs and Council Tax Benefit only apply while you live in the property, so you will need to pay any rent due after moving out.

Clear any Rent Arrears: Ensure your rent account is up to date before you leave. If you have arrears, we will continue to pursue the debt, which may affect future housing applications with CGA.

How to contact us

If you have any questions about ending your tenancy, you can contact us using any of the following options:

Email: customerservices@communitygateway.co.uk
Phone: **0800 953 0213 (option 2)**
Visit us: **Harbour House, Port Way, Preston, PR2 2DW**

Give us your feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: complete the form at **www.communitygateway.co.uk/complaints-and-compliments**
- Email: **complaints@communitygateway.co.uk**
- Phone: **0800 953 0213 (option 6, and ask for Service Improvement Team)**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**

Scan Here

To learn more about our Customer Service Commitments, the level of service you can expect and how you can help us.

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To access our video library, where you can listen to our guides in English, Arabic, Polish, Hungarian and Persian.

Request this guide in a different format

If you require this guide in a different format such as larger print, or in a different language, please contact us on **0800 953 0213 (option 6 ask for the Communications Team).**

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www.communitygateway.co.uk