



# Leaving your home

What you need to know if you plan to leave your NPH home



# Contents

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Welcome	3
Hall, stairs and landing	4
Ceilings and walls	5
Floors	5
Doors and windows	6
Gas and electrical	6
Cleaning	7
Gardens and external areas	8
Utilities	8
Changing address checklist	9
Notes	11
Contact information	12

We can produce information on request in large print, Braille and audio formats.

Please request this from your housing officer.

# Moving out checklist

We want you to move out of your home with as little inconvenience and cost to you as possible.

We have put together this booklet to make sure everything goes smoothly for you and hopefully save you money.

Please work through this checklist to keep a note of what you've done and what you need to do.

## Speak to us

There are a number of reasons why people choose to move home. Sometimes the reason is avoidable. If you are thinking of moving home, then please speak to us as we may be able to offer advice, support and talk to you about options other than moving.

## Giving notice to end the tenancy

To end your tenancy you need to give at least 4 weeks notice in writing that you plan on leaving your property.

If you hold a joint tenancy, then one party can terminate this provided the appropriate notice is given.

The only times you do not have to give us 4 week's notice is if you are transferring to another property or entering into a residential or care home.

If you have made any alterations to the property during your tenancy and have not asked us for permission, you will need to ask for retrospective permission before your tenancy ends.

If you do not meet the standard set out below when you move out of your home, we will ask you to pay the costs of carrying out the necessary work. We may also stop you transferring to another council home or housing association home.

## Returning the keys

You must return the full set of keys and fobs to your home before midday on the Monday that your tenancy is due to end.

If you would like to return your keys sooner, please get in touch and we would be happy to collect these from you.

## Moving out home visit

When we receive a termination of tenancy notice from you, we will contact you to schedule a visit to check that your home is being left in a good state.

We will also be able to answer any questions you may have.

# What you must do

Before you return the key to us, there are a few you things you need to do:

- Make sure your rent account and Council Tax is paid up to date;
- Make sure your home is left in a good state of repair;
- Make sure that your home and garden is left clean and tidy;
- Make sure you do not leave any rubbish inside or outside of your home;
- Take final meter readings of utility services such as electricity and gas; and
- Make sure you have a redirection service in place for your mail.



## Hall, stairs and landing

Have you checked this?

Remove all gripper rods.

☐

Bannister & handrails should be in place and undamaged.

☐

## Ceilings and walls

Have you  
checked this?

Make sure walls are decorated to a satisfactory standard (no torn wallpaper or graffiti).

☐

Make sure the walls are undamaged.

☐

Polystyrene (poly) tiles can be left and we will remove them without charge.

☐

Reinstate any standing walls removed during your tenancy.

☐

## Floors

Have you  
checked this?

Remove carpets and laminate flooring unless they were supplied by us.  
Nearly new carpets & laminate can be gifted, but permission must be obtained from the housing officer.

☐

Gripper rods can be left if they are in good condition. Broken rods should be removed.

☐


## Doors and windows

	Have you checked this?	
Remove curtains and rails. Net curtains can be left. Curtains and rails in good condition can be gifted (speak to your housing officer about this).	<input type="checkbox"/>	
Make sure all internal doors are in place and the handles are attached, including on kitchen units.	<input type="checkbox"/>	
Make sure any internal glass doors or damaged doors are replaced with full wooden doors.	<input type="checkbox"/>	
Make sure any broken windows are repaired.	<input type="checkbox"/>	
Recharge costs will be incurred to remove cat flaps.	<input type="checkbox"/>	

## Gas and electrical\*

	Have you checked this?	
Remove light and plug fittings which are not standard and replace with standard ones (speak to your housing officer if you are not sure what this means).	<input type="checkbox"/>	
Remove all white goods (such as your fridge or washing machine).	<input type="checkbox"/>	
Remove the cooker. Integrated cooker and hobs can be left if fitted by NPH/NBC.	<input type="checkbox"/>	

**\*Gas and electrical alterations should be carried out by a professional tradesperson.**

# Cleaning

Have you  
checked this?

All floors should be swept and hoovered.

☐

All tiled floors should be swept and mopped.

☐

All built-in storage cupboards should be empty, swept and mopped.

☐

All fixtures, fittings, window sills and ledges, radiators, pipes, door frames, door handles, picture rails, skirting boards and fire surrounds should be cleaned.

☐

The inside and outside of kitchen cupboards and drawers should be cleaned.

☐

Remove any blu tac, sticky tape, posters, drawing pins, chewing gum and labels.

☐

Kitchen sinks, taps, worktops, wall tiles, grouting and sealant should be cleaned.

☐

The bath/shower, washbasin, taps and toilet including pipes should be cleaned.

☐

Whole property should be cleaned.

☐

Remove all non standard fittings and fixtures from walls (shelving, cabinets etc).

☐

## Gardens and external areas

	Have you checked this?	Recharge costs
Clear out any sheds.	<input type="checkbox"/>	
Take down and remove your greenhouse.	<input type="checkbox"/>	
Fill in any ponds.	<input type="checkbox"/>	
Cut the grass and cut hedges and shrubs back.	<input type="checkbox"/>	
Clear your garden and remove all rubbish and personal items.	<input type="checkbox"/>	
Remove all decking.	<input type="checkbox"/>	

## Utilities

	Have you checked this?
<p>Last but not least, make sure you have taken a reading of your gas, electric and water (if you have one) meters and given them to your utility company. We may ask you for these.</p> <p>Please leave gas cards &amp; electric keys in the meters.</p>	<input type="checkbox"/>





## 2. Changing address checklist

This helps you tick off some off the organisations you need to contact about your change of address.

### Financial

	Reference or account number	Telephone	Tick
Bank or building society			<input type="checkbox"/>
Home insurance			<input type="checkbox"/>
Inland revenue			<input type="checkbox"/>
Credit cards			<input type="checkbox"/>
Rental/hire purchase			<input type="checkbox"/>
Pension companies			<input type="checkbox"/>
Savings/bonds			<input type="checkbox"/>
Life insurance policies			<input type="checkbox"/>
Employer (payroll)			<input type="checkbox"/>
Catalogue companies			<input type="checkbox"/>
National insurance			<input type="checkbox"/>

### Health

	Reference or account number	Telephone	Tick
Doctor			<input type="checkbox"/>
Dentist			<input type="checkbox"/>
Optician			<input type="checkbox"/>
Healthcare plan			<input type="checkbox"/>
National blood service			<input type="checkbox"/>

### Car

	Reference or account number	Telephone	Tick
Vehicle registration (DVLA)			<input type="checkbox"/>
Vehicle insurance			<input type="checkbox"/>
Driving license (DVLA)			<input type="checkbox"/>
Breakdown service			<input type="checkbox"/>

## Services

Electoral Register (Don't forget to register to vote at your new address. Visit [www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk) to get started)

	Reference or account number	Telephone	Tick
		0300 330 7003	<input type="checkbox"/>
Council tax		0300 330 7003	<input type="checkbox"/>
Gas			<input type="checkbox"/>
Telephone landline			<input type="checkbox"/>
Electricity			<input type="checkbox"/>
Mobile phone supplier			<input type="checkbox"/>
Cable, satellite or internet services			<input type="checkbox"/>
High street store or supermarket loyalty cards			<input type="checkbox"/>
TV License			<input type="checkbox"/>
Post office - Redirection service			<input type="checkbox"/>

## Others

	Reference or account number	Telephone	Tick
Subscriptions			<input type="checkbox"/>
School/college/nursery			<input type="checkbox"/>
Library			<input type="checkbox"/>
Milk delivery			<input type="checkbox"/>
Sports clubs			<input type="checkbox"/>
Newspapers			<input type="checkbox"/>
Unions			<input type="checkbox"/>

## Notes



## Need to get in touch?

We're always here to help.

Email us on  
**[voidscontrol@nph.org.uk](mailto:voidscontrol@nph.org.uk)**

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Call us free on  
**[0300 330 7003](tel:03003307003)**

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If you think you won't be able to meet these standards when leaving your home, please contact your housing officer as soon as possible.

You may face a large recharge if your home needs cleaning, clearance or other work after you have moved out.

