

Moving out of your Eastlight home

Thank you for letting us know you will be moving out of your Eastlight home. We're sorry to see you go! This leaflet is designed to help you prepare to move out, after you have given written notice and completed an exit phone call or visit with an Eastlight Letting Adviser.

There are four key things you must remember to do before leaving your home:

- 1. Leave your home empty**
- 2. Leave your home clean and tidy**
- 3. Leave your home in the same condition as when you moved in**
- 4. Post a front door key to Eastlight, before the last day of your tenancy**

This leaflet gives more details on how to do this and what you can expect over the coming weeks.

Returning your keys

Window keys, additional house keys etc: Please leave any keys you have for the property (other than one front door key) inside the home when you leave. This may include any window keys, backdoor keys, additional front door keys etc.

Returning keys to Eastlight: You will need to give Eastlight a front door key (and any communal door access keys) ready for the last day of your tenancy. You can do this by post, returning the keys to **RETURN OF KEYS, PO BOX 13199, BRAINTREE, CM7 0PE** or drop the key in the box outside of Eastlight House, Charter Way, Braintree.

Please make sure you include in the envelope your name, address, contact number and the address of the property. Not having this information can cause delays and mean another weeks' rent will need to be charged.

Intermediate rent customers (only): The keys must be returned by 12noon the day after the tenancy end date (this will mean posting the keys at least one working day before this). If the keys are not returned by this time an additional weeks' rent will be charged.

All other customers: The keys must be returned by Monday at 12noon (which will mean posting them before Saturday 12noon). If the keys are not returned by this time an additional weeks' rent will be charged.

During your notice period

Rent payments will still need to be made during your notice period.

If you are ending a tenancy on behalf of a relative who has passed away (only): When a tenant passes away, their Housing Benefit entitlement stops the Monday after their death. For the remaining notice period rent for the property will be charged to the account. Any outstanding rent will be charged to the estate of the deceased.

Preparing your home

Leaving your home empty: We expect customers to leave their home empty, removing all belongings and furniture. This includes removing curtain poles and curtains, emptying any loft space, storage cupboards and garages. All flooring, i.e., carpet, underlay, grippers, laminate, and vinyl flooring must be removed. If you have laid your own flooring in the kitchen or bathroom, for safety reasons you will need to remove it and return it to the standard non-slip flooring which we provided when the property was let to you.

Leaving your home clean, and tidy: We also expect customers to leave their home clean, and in a good state of repair and decoration. While we expect there to be fair wear and tear on the fixtures and fittings, any broken or damaged items must be repaired or replaced before you leave. The walls should be in good decorative condition, free from nails, screws & picture hooks. Any ripped, damaged, or marked wallpaper must be taken down. The property should also be free of nicotine staining. If this is not done before you leave, you will be recharged the cost of the repairs or replacements.

Leaving any outdoor space in good condition: If your home has a garden, the grass, hedges, and trees should be well maintained, and the garden should be clear of any rubbish. If you have added a shed, green house, or wooden decking to your home these must be removed (including the base) before you move out. For safety reasons, our homes cannot have ponds as they are a drowning risk for children. If you have added a pond, this will need to be removed and backfilled.

Major improvements to your home: If you have made any major improvements to your home (such as fitting a new kitchen, bathroom, or boiler, or replacing stairs or banister rails), you should have asked for written consent from Eastlight to complete this work. This is known as “landlord consent”.

Any improvements you have made to your home with landlord consent can be left as they are when you move. If you have made any improvements but did not get written landlord consent, you will need to apply for this retrospectively or return the property to its original condition before moving out. If you have been involved in a mutual exchange, you will need to make sure the previous tenant applied for landlord consent for any improvements

they made to the property also. If this is not done, you may be charged the cost of Eastlight carrying out this work. More details on applying for landlord consent can be found at www.eastlighthomes.co.uk.

Minor changes to your home: If you have made any minor changes to your home, such as changing the light fittings, switches or plug sockets, these will also need to be returned to their original condition before you move out.

Utility bills and suppliers

Informing your utility company: During your notice period, you should let your utility company know you will be moving out and the end date of tenancy.

Take meter readings: Before leaving the property, you will need to take final meter readings and supply these to your energy provider so they can calculate your final bill. You will need to clear any utility debts before leaving your property.

Credit meters: If you have a credit meter for your gas and/or electric supply, you must ensure there is credit on the meter when you leave the property.

Utility meter keys: Please make sure you leave us with any keys or cards for topping up pre-payment meters and advise Eastlight who the supplier is. If Keys and cards are not returned to Eastlight there will be a recharge of £25 per key and card.

Contact from utility suppliers: You may receive a letter from an energy supplier during the notice period advising you that they are taking over the supply at the property. This is nothing to worry about and is on our instruction.

Properties with oil heating: Eastlight will not reimburse you for any oil left in your oil tank when you move.

Recharges (if applicable)

After you have left your home, we will inspect the property to make sure it is in a reasonable condition. If Eastlight need to clean the property, remove rubbish or other items, or repair damage, we will charge you the cost of this work. A full breakdown of any outstanding rent and recharges will be sent to your new address. If you are eligible for a downsizing incentive payment, any outstanding recharges, rent payments or other debts to Eastlight will be deducted before you receive your payment.

If you need any further help or support, please contact your Letting Adviser on 0330 128 0330. We wish you all the best of luck in your new home and for the future.