



INFORMATION ON ENDING YOUR TENANCY

This leaflet provides a simple guide to ending your tenancy. We know that moving home can be a difficult and stressful time. We hope this leaflet will help you.

Giving notice to end your tenancy

Your tenancy agreement says that you must give 28 days' written notice. If you have a joint tenancy the joint tenant must also agree to end the tenancy. You can write to us at 868 Tollcross Road, Glasgow, G32 8PF, email us at info@tollcross-ha.org.uk or call into the office and sign a termination of tenancy form. You should give us your new address so we can contact you after you leave.

We will write to you to confirm the date your tenancy will end, and how much rent you must pay up to that date.

We will arrange to inspect your home before you leave and you may be asked to make good any repairs that you are responsible for. You must leave your home in a good condition or you will be charged for the work required to bring it up to standard.

Repairs you are responsible for at the end of your tenancy

We will expect you to repair or replace any damage to the property that is caused by:

- Negligence or abuse
- Pets

We will also expect you to return your home to its original condition if you have carried out any alterations we did not give you permission for such as:

- Changing the light fittings
- Altering the shower units
- Painting on kitchen units or gas fires
- Fitting extra locks on entrance doors
- Fitting locks on internal doors
- Removing or adding kitchen units



Tollcross Housing Association

- Putting lead on the windows
- If you have carried out any alterations to the property for example fitted laminate flooring or installed a shower then please check with our maintenance staff whether you need to remove them.



Allowing new tenants to view your home

We may ask you to let new prospective tenants in to view the property - This will be done with a member of staff. This will help us to relet the property as soon as possible after you leave. However, this will only be done with your agreement.

Clearing your belongings

We expect all tenants to

- Remove all your personal belongings from your home and outside stores (ie. cellars). This includes all carpets.
- Place all bulk items in the backcourt for collection by Glasgow City Council, ensure that you inform Glasgow City Council if there are a number of items to be uplifted.
- Leave the house clean and tidy. if you are not fit/able to remove items yourself please arrange for family members to assist you. Alternatively, we can provide details of agencies who may assist.
- If we need to use a contractor to clear your belongings or to clean the house after you have left, we will recharge you for the cost of this work.
- Ensure when you leave that all repairs that are your responsibility have been carried out. The maintenance officer will inspect the property after it is vacated and you are likely to be recharged for the cost of any repairs deemed your responsibility, if you have not carried them out to the Association's satisfaction.

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Paying your Rent and any other Charges

You must pay your rent and any other charges that are due up to the date your tenancy ends. If you cannot pay it all, we will make an arrangement for you to pay in instalments. You can set up a direct debit or continue to use your payment card. We may take legal action to recover any rent you still owe after the end of your tenancy.

- Ensure your rent account is clear
- Ensure you can clear any other debts you may have with the Association.
- Ensure you cancel any direct debits on time, if your rent account is clear.

Returning your keys

You must return your keys by 10am on the next working day after the end of your tenancy. If you need to extend your tenancy, for example because your new home is not ready for you, please let us know as soon as possible.

If you do not return the keys to us on time, we will charge you rent for each day that they are late. If you have not returned the keys, we will force entry into the house and change the locks. We will recover the costs of changing the locks from you.



Tollcross Housing Association

If you need any more information about ending your tenancy,
please contact us at:

868 Tollcross Road, Glasgow G32 8PF
Tel 0141 763 1317

(Please listen for the range of options to ensure you are directed to the appropriate department)
Fax 0141 778 4528
or 0141 763 3949

email: info@tollcross-ha.org.uk

You can write to us at:
Freepost GW7508
Glasgow G32 6BR

www.tollcross-ha.org.uk



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housing association limited

868 Tollcross Road, Glasgow G32 8PF.

Tel 0141 763 1317
Fax 0141 778 4528 or 0141 763 3949

Email info@tollcross-ha.org.uk
www.tollcross-ha.org.uk



**FOR OUT OF HOURS EMERGENCIES CALL
0141 763 1317 or 0345 6044 686**

Honorary President: Bill Dougan
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