



# Fact Sheet

## Moving out of your Council home

### How do I give notice?

By letter, email, telephone or by calling in to your local St. Leger office to complete a form.

### How much notice do I give?

We need four weeks notice if you are not moving into another Doncaster council property. The four weeks notice period will start from the Monday following receipt of your notice. If you don't give notice you will be charged four weeks rent following receipt of your keys.

When a tenant is moving into residential care, terminating the tenancy is slightly different. You do not need to give us 4 weeks notice, the property will terminate on the following Monday that the keys have been handed in.

### When will my tenancy terminate if I am transferring to another council property or doing a mutual exchange?

If you are doing a mutual exchange, your old tenancy will terminate on the Monday you receive the keys for your new property. If you are transferring to another council property your tenancy will terminate on the Monday following receipt of your keys. If there is a delay in you handing your keys in you will be charged rent on two properties until the keys are received.

### What do I do with anything I don't want?

You must remove all of your furniture, personal belongings and any rubbish before your tenancy ends. We will have to charge you for taking away anything you leave behind after you hand in the keys. We can't take responsibility for anything you leave behind.

### What should I do before handing the keys in to the property?

You must make sure that you do not leave anybody living at the property, your tenancy will not terminate until it is unoccupied and rent will continue to be added to your account until the keys are returned. If anyone is left in the property and causes any damage, you will be recharged for this.

You must remove all furniture, belongings, empty all cupboards and outhouses. Remove all structures, sheds and green houses if they are not structurally safe and clear any rubbish from within the boundary of the property and garden. The property must be left clean and tidy. You will be charged for anything left behind that St Leger Homes has to remove. Fish ponds, sand pits etc must be filled in and the garden area levelled or you will be charged if St Leger Homes has to do the work.

### What about any changes I have made to my home?

If you have removed any fixtures or fittings such as light fittings, handles, kitchen units or doors, you must put them back or provide a replacement unless we agreed otherwise at the time the work was done. We will have to charge you for replacing anything or fixing any damage. If you improved your home with our authorisation then you may be able to claim compensation. Contact us for more information.

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Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice.

They can arrange to speak to you in your own language if you need them to.

**stlegerhomes.co.uk**

## **Should I remove all carpets and curtains?**

If you want to leave carpets in the property, this may be acceptable as long as they were professionally fitted, clean and not worn out. If you wish to leave any carpets, please get in touch with our Empty Homes Team on 01709 864318 prior to handing the keys in so an inspection can take place. If this is not done and carpets are left in the property a re charge may be incurred if they have been removed for the cost of removal. You can also leave curtains/nets up at the windows.

## **Security Alarms**

If there is a security/burglary alarm or keysafe fitted at the property, it is important that you make St. Leger Homes aware of this at the time the keys are handed in. You also need to make sure you pass on details of the code for the alarm.

## **What if I am claiming Housing Benefit?**

If you leave your property before the termination date, you will be responsible for the full rent payment until the official termination date. If you are claiming housing benefit, this will stop from the date you move out.

It is important that you inform Doncaster Council's Housing Benefit department of the date you are leaving the property.

## **Can I extend my notice period?**

If you hand your notice in to terminate your property and decide you would like to extend it, you can do this by applying to your local St. Leger office by letter, email, in person or by telephone. A confirmation letter will be sent to you.

## **Can I retract my notice?**

If you wish to retract your notice to terminate your tenancy, you need to contact your local St. Leger office requesting this in writing. This must be done within the four week notice period. Once this is received a decision can be made by us on whether or not we are able to withdraw your notice.

## **Where and when do I hand back my keys?**

You must return all keys to your local St. Leger office no later than 12 o'clock midday on the Monday following the Sunday of your tenancy ending. If you don't do this, you will be liable to pay the rent until the keys to the property are returned.

At the time of handing your keys in, you will be asked to provide a forwarding address and to sign a key receipt and we will give you a copy.

## **What if I still owe rent or other charges when I leave?**

If you do not make arrangements to repay any money you owe us, we will take legal action to recover the amount. If you move out of the Doncaster area leaving unpaid rent, we will not re-house you if you return.

## **What shall I do about any unwanted furniture?**

You must clear the property of all items of furniture and belongings, if this is not done you will get recharged for the cost of removal.

If you have any items that are unwanted and still usable the following charitable organisations may collect any items that are in good condition:-

Doncaster Re-Furnish  
01302 736960  
Netherhall Road  
Doncaster

St Vincent de Paul Society  
01302 858003  
4 Broomhouse Lane  
Edlington

Dial  
01302 722121  
294 Great North Road  
Woodlands

## **How can I dispose of any unwanted bulky items?**

If you need to dispose of any bulky items (furniture, fridges, washing machines) then Doncaster Council offer a collection service for a small fee. They can be contacted on 01302 736000.

If you arrange for Doncaster Council to collect any bulky items you must make sure the items have been collected before you hand your keys in. If any items are left inside or within the boundary of the property or garden, we will recharge you for their removal.

## Moving out checklist

Before handing in the keys, make sure that

- The property is clean and you have wiped down all worktops, sills, kitchen units and tiled floors
- All your furniture and belongings have been removed, including from sheds and lofts
- You haven't left any rubbish in the house or garden (if you don't do this then we will do it and have to charge you once you have left)
- You have done any repairs that are your responsibility (if you don't do this then we will do it and have to charge you once you have left)
- You have taken a meter reading and told the gas, electricity and water companies (keep a note of the final readings)
- You have contacted your phone company to finalise the account
- Told the council tax department that you are moving
- If you claim any benefits, you have told the Benefits Agency and the Housing Benefit Section
- You have made arrangements for your post to be redirected. You can arrange for this to be done automatically by the post office.

## Useful contacts

Housing Benefits and Council Tax  
Housing Benefit and Council Tax Benefit Section,  
Colonnades House,  
Duke Street, Doncaster,  
DN1 1ER  
tel 01302 735336

If you have any questions that are not answered in this leaflet, please contact your local St. Leger office.

### **North** - 01302 734145

Adwick, Arksey, Askern, Bentley, Campsall, Carcroft, Highfields, Moss, Norton, Scawthorpe, Skellow, Toll Bar, Woodlands, Clayton with Frickley, Hampole, Skelbrooke.

### **East** - 01302 862441

Thorne, Moorends, Hatfield, Stainforth, Armthorpe, Dunscroft, Fishlake, Sykehouse, Barnby Dun, Edenthorpe, Kirk Sandall.

### **West** - 01302 735806

Mexborough, Conisbrough, Edlington, Denaby, Barnburgh, Adwick on Dearne, Sprotbrough, Warmsworth, Cusworth, Scawsby, Clifton, Cadeby.

### **South** - 01302 734183

Cantley, Rossington, Bawtry, Tickhill, Branton, Austerfield, Blaxton, Braithwell, Finningley, Loversall, Micklebring, Stainton, Wadworth.

### **Central** - 01302 862278

Balby, Hexthorpe, Town Centre, Hyde Park, Intake, Wheatley, Clay Lane.

## For further information contact:

Write to: St. Leger Homes of Doncaster Ltd  
St. leger Court, White Rose Way  
Doncaster, DN4 5ND  
Telephone: 01302 862862  
Fax: 01302 862720  
Email: [info@stlegerhomes.co.uk](mailto:info@stlegerhomes.co.uk)

