



Housing Management | Moving into Residential Care

# What to do when you are moving into Residential Care



---

## Moving into Residential Care

When a tenant moves into permanent Residential Care and they have capacity to deal with their affairs, the tenancy will end following receipt of the keys, and no notice is required.

If the tenant is not deemed to have capacity, and a member of their family or other interested party do not have Lasting Power of Attorney, which must include housing/property, then we are not able to end their tenancy. In this regard, Adult Social Care will apply to the Court of Protection, who will issue the order for the tenancy to end.

## Frequently asked questions

### Can I take over the tenancy?

If there is a joint tenancy, the remaining tenant can put in an application for a sole tenancy. **See Joint Tenancy fact sheet.**

If the tenant is deemed to have capacity, they may consider assigning the tenancy to a household member who would be eligible for the tenancy under the rights of succession. **See Assignment of Tenancy fact sheet.**

There is only a legal right to pass on the tenancy once. This means that if the tenant had previously taken over the tenancy following a death or assignment of tenancy, the above rights would not apply.

### 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, the tenancy will not terminate until it is unoccupied, and rent will continue to be added to the account until the keys are returned. **If anyone is left in the property and causes any damage, the tenant will be recharged for this.**

You must remove all furniture, belongings, and empty all cupboards and outhouses. Remove all structures, sheds, and greenhouses 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. Fishponds, sand pits, etc., must be filled in and the garden area levelled, or you will be charged if St Leger Homes need to do the work.**

### What about any changes that have been made to the property?

If the tenant has 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 the tenant for replacing anything or fixing any damage.** If the tenant improved their home with our permission, then they may be able to claim compensation. Contact us on **01302 862862** for more information.

---

## 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 **01302 736377** 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 recharge may be incurred if they need to be removed.** You can also leave curtains/nets up at the windows.

## Security Alarms/Key Safes

If there is a security/burglary alarm or key safe fitted to 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 and/or key safe.

## What if the tenant was claiming Housing Benefit?

If the tenant was claiming housing benefit, this will stop from the date you move out. It is important that they inform DWP of the date they leave the property.

## Furnished Tenancies

If they are vacating a furnished tenancy, it is important that the items of furniture supplied by us are collected before the tenancy ends. Please contact our Furnished Tenancies Team on **01302 862536** to arrange collection. **As per the terms of their rental agreement they may be charged for any missing or damaged items.**

## What do I do if the tenant had a garage?

If they had a garage, this must also be emptied of all belongings and the keys returned as above.

## What about the rent account?

It is important that the tenant ensures no rent arrears are left outstanding for the property. Rent will be payable up to and including the date that keys are received by St. Leger Homes.

## How do I dispose of unwanted bulky items?

If you need to dispose of old furniture, fridges, washing machines etc, City of Doncaster Council offer a

---

collection service for a small fee. They can be contacted on 01302 736000.

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

Please refer to the attached checklist.

## Where do I hand the keys back to?

The keys must be returned to one of the offices listed below.

### **What happens when I hand the keys in?**

You will be given a receipt for the keys. Provided that we have confirmation from the tenant, who is deemed to have capacity, that they want the tenancy to end, there is a Lasting Power of Attorney in place, or the Court of Protection have issued an order for the tenancy to end.

## USEFUL CONTACTS

### Housing Benefits and Council Tax

Housing Benefit and Council Tax Benefit Section, Civic Office, Waterdale, DN1 3BU - 01302 735336

### Universal Credit

Central Service Centre: 0345 6000723

### Further Information and Offices you can hand the keys in to

If you have any further questions that are not answered in this fact sheet, please contact any St. Leger office

| Office               | Address/Phone Number  | Reception/Post Box  |
|----------------------|---|---|
| <b>North</b>         | <b>Adwick Town Hall</b><br>Windmill Balk Lane, Adwick-le- Street, Doncaster, DN6 7AN<br>01302 862862          | Post Box located on the outside wall –<br>Please inform us when keys have been<br>posted on <b>01302 862862</b>   |
| <b>East</b>          | <b>Thorne Office</b><br>Vermuyden Centre, Fieldside, Thorne, Doncaster DN8<br>4BQ                             | Post Box located inside the building –<br>Building Reception Opening Hours:<br><br>Monday – Friday 8am – 6pm<br><br>Please inform us when keys<br>have been posted on 01302<br>862862 |
| <b>West</b>          | <b>Mexborough Business Centre –</b><br>College Road, Mexborough, S64 9JP<br>01302 862862                      | Post Box located on the outside wall –<br>Please inform us when keys have been<br>posted on <b>01302 862862</b>   |
| <b>South</b>         | <b>Rossington Office</b><br>Holmesarr Centre, Grange Lane, Rossington, Doncaster,<br>DN11 0LP<br>01302 862862 | Post Box located on the outside wall –<br>Please inform us when keys have been<br>posted on <b>01302 862862</b>   |
| <b>Central</b>       | <b>St James Street</b><br>40 St James Street, Doncaster, DN1 3BB<br>01302 862862                              | Reception Area opening times:<br>Mon – Fri 8.30am – 5.00pm<br><br>The reception will be closed for lunch<br>every day between 12.00pm and<br>1.00pm                                   |
| <b>All<br/>Areas</b> | <b>Civic Office</b><br>Waterdale, Doncaster, DN1 3BU<br>01302 862862  | Opening times:<br>Mon – Fri 8.30am to 5.00pm  |