



Fact Sheet



Moving out of your Council home

How do I give notice?

By letter or contact us on 01302 862862 to request a termination notice form. The form/ letter can be sent to any of our offices, and the full office details are provided on page 3.

How much notice do I give?

We need four weeks notice if you are not moving into another City of Doncaster Council property. If you want to end your tenancy then you must give SLHD a minimum of four clear weeks' written notice. That notice must expire on a Sunday. You must return all keys for your property by 12:00 noon on the Monday after your notice expires. If you don't give notice you will be charged four weeks rent following receipt of your keys.

You must return all keys to the property to SLHD by 12 noon on the day you leave, (including gas and electric meter keys where appropriate). You may hand your keys in before your notice period expires but you may be charged rent for the whole period. You agree that SLHD may accept the keys from some other person where it reasonably appears that the other person is returning the keys on your behalf. If you leave the property after giving notice and fail to return the keys by the specified time SLHD will change the locks and recharge the cost to you.

If the tenant is moving into Residential Care, please see factsheet Reference FS03.

<https://www.stlegerhomes.co.uk/media/wwadiwxi/factsheet-moving-into-residential-care.pdf>

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 day before you receive the keys for your new property. If you are transferring to another council property, your tenancy will terminate on the day before your keys are handed in. If there is a delay in handing your keys in, you will be charged rent on two properties until the keys are received.

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 and loft spaces. 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. **You will be charged if St Leger Homes need 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 permission, then you 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 if 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 I am claiming Housing Benefit or Universal Credit?

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 the City of Doncaster Council's Housing Benefit Department or DWP of the date you leave the property.

Can I extend my notice period?

You are not able to extend your Notice period.

Can I retract my notice?

You are not able to retract your Notice.

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 wish to rejoin the St Leger Homes' Housing Register and you have left unpaid rent or other charges, we will not re-house you, until this is clear

Furnished Tenancies

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

If you are transferring to another Council property within Doncaster, you may wish to consider transferring your furniture rental agreement to your new property. Please contact the Furnished Tenancies Team on **01302 862536** to discuss this further.

How can I dispose of any unwanted bulky items?

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

If you arrange for the City of Doncaster Council to collect any bulky items, you must make sure that 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.**

What do I do if I have a garage?

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

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

Please refer to the checklist detailed on page 4.

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
North	Adwick Town Hall Windmill Balk Lane, Adwick-le- Street, Doncaster, DN6 7AN 01302 862862	Post Box located on the outside wall – Please inform us when keys have been posted on 01302 862862
East	Thorne Office The Bridge Centre, Bridge Street, Thorne, Doncaster, DN8 5QH 01302 862862	Post Box located on the outside wall – Please inform us when keys have been posted on 01302 862862
West	Mexborough Business Centre – College Road, Mexborough, S64 9JP 01302 86262	Post Box located on the outside wall – Please inform us when keys have been posted on 01302 862862
South	Rossington Office Holmesarr Centre, Grange Lane, Rossington, Doncaster, DN11 0LP 01302 862862	Post Box located on the outside wall – Please inform us when keys have been posted on 01302 862862
Central	St James Street 40 St James Street, Doncaster, DN1 3BB 01302 862862	Reception Area opening times: Mon – Fri 8.30am – 5.00pm The reception will be closed for lunch every day between 12.00pm and 1.00pm .
All Areas	Civic Office	Opening times:

	Waterdale, Doncaster, DN1 3BU 01302 862862	Mon – Fri 8.30am to 5.00pm
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Key Return Checklist



PLEASE INCLUDE THIS CHECKLIST WHEN YOU RETURN THE KEYS

Moving out checklist

Before handing in the keys, please make sure that you leave the property clean and tidy and you have addressed all the points below: -

- ☐ You have told the City of Doncaster Council's Council Tax Department
- ☐ If you are claiming any benefits, you have told the DWP and/or the City of Doncaster Council's Housing Benefit Section
- ☐ You have removed all furniture, belongings and rubbish from all areas of the property, including lofts, cellars, gardens, balconies, garages, sheds and outhouses
- ☐ You have taken all meter readings and entered them into the table below.
- ☐ You have informed your gas, electricity, and water companies (keep a note of the final readings)
- ☐ If there is a security/burglary alarm or key safe 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 any access codes by entering the details in the table below.
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METERS AND CODES	
Gas Meter Reading	
Electricity Meter Reading	
Security Alarm Code (if applicable)	
Key Safe Code (If applicable)	

PLEASE INCLUDE THIS CHECKLIST WHEN YOU RETURN THE KEYS