

Housing Services

a guide to ending your tenancy

3 Steps to £100

we can



HOW TO END YOUR TENANCY

If you are leaving your home and will no longer be a family mosaic tenant then following the three simple steps in this booklet will earn you £100. Each step is worth £25 and if you complete all 3 we will pay you an extra £25 making a total of £100.

What you do before you leave your home makes a big difference to how long it takes us to let your home to someone else and how much we have to spend making it ready. So help us to help someone else and earn yourself £100.

On page 5 we tell you about other important things to do when ending your tenancy with us.

Customer care line

 0845 600 4436

www.familymosaic.co.uk

CHECKLIST

Steps 1 - 3

- 1. Notice to Vacate, inspection and keys = £25
- 2. Home and garden clean and tidy = £25
- 3. Gas and electricity suppliers & keys / cards = £25
- All three steps completed an extra £25 = £25
- Total payment = £100**

Have you remembered ?

- Access
- Rent Paid
- Repairs reported
- Utility Suppliers informed
- Post redirected
- Benefits and Council tax informed

Family Mosaic will decide if you are eligible for the £100 payment, it will not be possible to appeal against our decision.

Payment will take 4 weeks to process.

STEP 1 = £25

Notice to Vacate, inspection and keys

Complete all parts of the vacation notice on pages 9 & 10 and return it to your Housing officer at least 28 days before you are due to leave. Giving 28 days notice in writing is a condition of your tenancy agreement.

Return your keys on time. Your tenancy will end on a Sunday and all keys (including garage keys) must be returned by 12.00 midday the following day (Monday) or you will be charged another weeks rent.

STEP 2 = £25

Leave your home and garden clean and tidy

Clean and tidy means:

- The kitchen floor, sink, units and work tops are clean
- The bath, wash basin, toilet and bathroom floor have been cleaned
- All rooms and any garden must be clean and clear of rubbish, waste and unwanted property.

If you do not leave your home and garden clean and tidy we will charge you for cleaning costs.

Payment will take 4 weeks to process.

STEP 3 = £25

Gas and electricity suppliers and keys / cards

Tell us who your gas and electricity suppliers are (there is a section for this on the Notice to Vacate on page 9 & 10) and if you have a payment meter leave your gas or electricity key or card in your kitchen drawer.

OTHER IMPORTANT THINGS

Access

Allow access, if requested, for a Family Mosaic employee or contractor to carry out an inspection of your home before you move out.

Rent

Make sure you pay any rent outstanding on your account. We chase all arrears no matter how small. If you have arrears the £100 you may earn from following steps 1, 2 and 3 will go towards clearing your arrears.

Post

We will not forward post to your new address but the Royal Mail can set this up for you for a fee.

Repairs

Complete any outstanding repairs which are Your responsibility before you leave or we may charge for carrying out the work.

Utility Suppliers

Your gas, electricity and water suppliers will need final metre readings and your forwarding address so that they do not carry on charging you after you leave.

Benefits and Council tax

If you are claiming benefits contact your local Housing Benefit Office to let them know you the last date of your notice period and your forwarding address.

My utility suppliers and meter reference numbers are:

Supplier	Reference	Key / Card Meter / Bill
Gas	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Electricity	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Water	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Your signature

Family Mosaic Officer's signature

Your payment details

If awarded £100 and your rent account is clear the payment will be paid by BACS into your bank account. Please provide the following details.

Account No:

Sort Code:

Name of Account Holder:

You must complete this form and return it to us at least 28 days before you move and return it to:

Notice to Vacate

Title Mr Mrs Miss Ms Other

First name Last name

Address

Postcode Phone

Email

Instructions on vacating the property

I/We* agree to give up the above tenancy on SUNDAY

and to hand the keys to the above property into Family Mosaic

by 12.00 noon on MONDAY

FAILURE TO DO SO MAY RESULT IN CHARGES TO YOU FOR A CHANGE OF LOCKS AND A FURTHER WEEK'S RENT

I/We* agree to clear the property of any furniture or rubbish. Please note that any furniture or belongings left in the property after the termination date will be considered as abandoned and disposed of accordingly.

My / Our forwarding address is

Address

Postcode

*Delete as appropriate. continued overleaf

Talking your language

Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو متروخاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিতরিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ટેપ, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ટેપ અમારો સંપર્ક કરો.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Chinese

本文档提供关于公共场所方面的信息。如果您需要将这部分信息的任何部分以盲文形式，或通过 CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

Kurdish

Heke hewceya we ji bo vê belgeyê bi herf û tîpên mezîn, bi alfebeya koran, li ser CDyê, li ser kasête an jî bi zimanê we bi xwe hebin; ji kerema xwe digel jîmara jêr wa têkilî û munasebetê bi me ra daynin.

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan - afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Farsi

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Polish

Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about your ending your tenancy. If you need any part of this document in large print, Braille, on CD or explained in your own language please contact us on 0845 600 4436.

Family Mosaic

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