



“Moving Out & Moving On”

Earn £400 cash back
when you end your tenancy

we can

**family
mosaic**

Ending your tenancy with us

What you need to know

Please call us on 0300 123 3456 if you are planning to move out. You must give us at least 28 days notice. This starts the formal process of ending your tenancy with us. You must confirm this in writing.

Help us to help someone else move in quickly and you could earn up to £400! Look after your home and we save time and money getting it ready for the next tenant.

You can qualify for £100 if you do the following 4 things.

Complete a written Notice to Vacate. Once you've called us, we will send you this leaflet containing a Notice to Vacate form. You must complete and return this to us within the next 7 days for your notice to be accepted.

Return your keys on time. Your tenancy will end on a Sunday and a full set of all keys must be returned by midday the following Monday or you will be charged an extra week's rent. You must include keys to any garage, shed, cellar, basement, letter box, store or communal door fob.

Leave your home and garden clean and tidy. Remove all your possessions and dispose of anything you don't want to take with you.

Let us carry out a viewing and inspection. Allow us reasonable access to inspect the condition of your home and to carry out an accompanied viewing with a prospective tenant.

You can earn an extra £50 if you can give us more than 28 days' notice.

Give us at least another 14 days notice and we will pay you an extra £50.

Earn another £250 if you let us in to carry out repairs during your Notice period.

If you allow us access to carry out repairs as required we will pay you even more!

What happens if you don't do what we ask?

If you don't return your keys on time and leave your home in a satisfactory condition, we will charge you for the full extra costs of a lock change, cleaning or clearance and add a week's rent onto your tenancy. This could cost you several hundred pounds. We will take legal action if necessary to recover our costs.

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, any garden, cellar, loft, garage and shed must be clean and clear of rubbish, waste and unwanted property
- Flooring in poor condition needs to be removed.

Other Important Things

Access

You should allow for at least one accompanied viewing where requested.

Give access for our contractors to carry out repairs if required and earn yourself an extra £250.

Rent

In order to benefit from this scheme you must have a clear rent account when you vacate your home.

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 you for carrying out the work.

Utility Suppliers

When you tell us you are leaving us we will start the process of transferring your gas and electricity to British Gas. They will transfer you at the time you have told us that you are leaving. If you don't leave on that day you will still become a British Gas customer. If you change your mind about leaving you can always request to change suppliers. You need to tell your Water supplier that you are moving so that they can bill you accurately.

Benefits and Council tax

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

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 return all keys by 12.00 noon the following Monday

and to hand the keys to the above property to a Family Mosaic member of staff or return by recorded delivery

FAILURE TO DO SO MAY RESULT IN CHARGES TO YOU 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 and you will be charged the cost.

My / Our forwarding address is

Address

Postcode

Your payment details

If you qualify for a payment 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. Please return it to:

Family Mosaic

Albion House

20 Queen Elizabeth Street

London SE1 2RJ

Checklist for moving on; Checklist for £400 cashback;

- | | | | |
|---|--------------------------|--|--------------------------|
| 1. Signed Notice to Vacate (page 5) | <input type="checkbox"/> | 1. At least 28 days notice including signed Notice to Vacate (except internal transfers) | <input type="checkbox"/> |
| 2. Home and Garden cleared and empty | <input type="checkbox"/> | 2. Clear rent account | <input type="checkbox"/> |
| 3. Any Gas and electricity key/cards left in property | <input type="checkbox"/> | 3. House and garden clear | <input type="checkbox"/> |
| 4. Utility Supplier(s) informed | <input type="checkbox"/> | 4. Access for viewings if requested | <input type="checkbox"/> |
| 5. Post redirected | <input type="checkbox"/> | 5. Allow access for our contractors to carry out repairs and earn another £250 | <input type="checkbox"/> |
| 6. Benefit and Council Tax informed | <input type="checkbox"/> | 6. Give 6 weeks notice and earn another £50 | <input type="checkbox"/> |
| 7. Contacted Council for any bulk refuse collection | <input type="checkbox"/> | | |

Family Mosaic is committed to providing value for money for our customers.

When we re-let an empty home we only want to spend money on the essentials and prepare the property for the next resident.

If you leave rubbish or unwanted items behind in your home or garden it costs us time and money to clear them.

We will seek to recover the cost of clearance and replacing missing keys and fobs from you if you don't do what we ask you to do when you leave. This could amount to several hundred pounds.

Furniture Collection

If you have items you no longer want, there are several ways to get them picked up. Try your Council first, as some will do this for free. If your items are in good condition, then you can find someone to collect and reuse them. Try the Furniture Donation Network, local charities or the websites Freecycle or Swapshop.

Access to our services

There are a range of ways tenants can contact us:



Dedicated Customer Care Line

0300 123 3456 and press option 2 to speak to a housing officer.



Via email

customercareline@familymosaic.co.uk



Via letter

Family Mosaic
Albion House, 20 Queen Elizabeth Street,
London, SE1 2RJ or
Family Mosaic
Pembroke House, Northlands Pavement,
Pitsea, Essex SS13 3DU.



Through our web site

www.familymosaic.co.uk

Feel good about **coming home**

This document gives you information about **Moving Out & Moving On**. If you need any part of this document in **large print or Braille** please contact us on 0300 123 3456.

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