

How to: End your tenancy



Letting us know

You do this by giving 28 days' notice in writing with the date that you are planning on leaving. You can either download and complete the attached termination form or come into the office and complete the form. If you cannot make it into the office, then we can send a form out to you. A member of staff will be happy to help and/or advise you.

Are you thinking of ending Your tenancy?

If you have decided that you no longer want to live in your home, then you need to give formal notice to end your tenancy.

The 28 days will start on the date that we receive your formal confirmation in writing.

Are you a joint tenant?

Remember that if you are a joint tenant both of you will need to sign the termination of tenancy form.

Don't forget your rent!

Your rent is due right up until the end of the 28 days' notice period that you give us – even if you move out before this date. Someone from your Customer Services Team will arrange to visit you in your home before you move out so make sure you discuss how much rent you have to pay to clear your rent account.

If you are in receipt of Housing Benefit or Universal Credit (UC) it is really important that you notify them that you intend to move. Please be aware that if you move to a new address early it can affect your entitlement to UC or Housing Benefit and this can leave you with a rent arrear. If you are unclear about this then make sure you get advice.

If you leave rent arrears, we will try to recover this from you at your new address. Rent arrears can cause a bad credit rating as well as affecting your chances of being rehoused with another housing association or council in the future.

Make sure the house is left ready for the next person

Make sure that you leave your home empty of all furniture, appliances, carpets and flooring. Your Customer Services Team can advise you at the inspection we carry out after you have notified us that you plan to move.

It is important that your home is clean and tidy and in a good state of decoration before you move out. You will also need to repair any damage which you have caused to avoid us re-charging you after you leave.

Remember to leave garden tidy if you have one and remove any belongings or rubbish before you go. If we need to pay for a contractor to clear any of your belongings or clean and tidy your home, we will recharge you what it costs for us to do the work.

Handing back your keys

On the day that you are moving remember to hand back your keys to the office. Please keep in mind that we cannot end your tenancy until we receive your keys. If you have any problems with handing back your keys to the office, then you must phone your Customer Services Team immediately to discuss this as you will be charged rent until the keys are received.

For more information call us on 0141-445-4418 or visit your Customer Services Team at the office.