

A guide to leaving your Magenta Living home



This leaflet provides you with information about how to end your tenancy with Magenta Living. Please read it fully so you are aware of what you need to do.

Giving Notice

- Whilst you can call our Contact Centre on **0808 100 9596** and give notice to end your tenancy verbally, we would ask that you confirm your notice in writing, in line with your tenancy agreement.
- You can use the form attached to this leaflet or complete the online form on our website at **www.magentaliving.org.uk/ending-your-tenancy**
- Your tenancy will end on the fourth Sunday after Notice is received by Magenta Living, unless otherwise notified.
- The Notice date is legally binding, and the end date can only be extended or rescinded/cancelled with explicit permission from Magenta Living.
- If you are a joint tenant, the tenancy will be ended for BOTH tenants even if just one of the joint tenants gives Notice.

What happens next before you leave

You will be contacted by your Neighbourhood Housing Officer to discuss:

- Why you are leaving
- How to return the keys
- Confirm the tenancy end date
- Your forwarding address
- What you might be responsible for on leaving the property
- Where possible, to arrange with you for an electrical check to be carried out
- If you have not yet completed a 'Notice to Terminate' form, they can send you a form or you can complete the form on our website or send by email

You may also be contacted by our Empty Homes Team, who will arrange to visit the property before you leave. This is so we can assess how quickly the property can be re-let once you have left.

Condition of the property

- Remove ALL of your belongings from the property including the loft, cupboards, sheds and any out-house buildings. If you leave anything behind you will be charged for removal costs.
- Return the property to us in a clean state.
- Put back any Magenta Living owned fixtures and fittings, making good any damage and any alterations you have made.
- If you have a furniture package you must leave all the items included in the package in the property.
- If you have allowed your neighbour/friend to store items in the property, shed or out-house buildings please ask that they are removed.
- If you need unwanted items removing from the property, you can use Magenta Living's BERT service. To find out more visit www.magentaliving.org.uk/bert



What to do next?

Once you have completed the form with all the details, dated and signed it, you can return it in the following ways:

- Pass it to your Neighbourhood Housing Officer
- Drop it into our Customer Hub or post it to the following address:

**Magenta Living
Partnership Building
Hamilton Street
Birkenhead
CH41 5AA**

Notice to terminate form

For quickness, we recommend that you complete the Notice to terminate form on our website by visiting www.magentaliving.org.uk/ending-your-tenancy

Address of the property:

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.....

I, the undersigned, hereby give notice that I shall quit and deliver up possession of the above named premises which I hold as a tenant of Magenta Living, on the date stated below.

Note: tenants are legally required to provide Magenta Living with 28 days' notice of their intention to vacate the property.

Name:

Signature:

Date:

Date of when to quit:

Forwarding address:

Contact number (current):

Contact number (at next property if known):

Mobile:

Email:

Returning the keys

- You must return the keys to Magenta Living by mid-day on the Monday the Notice expires. You will be charged rent if the keys are returned late.
- If the keys are to be returned using another method, as discussed with your Neighbourhood Housing Officer, you must confirm with them when you have left the property.
- Please return all keys to Magenta Living including shed keys or any out-house buildings, window locks etc. Including door entry fobs to blocks of flats.



End of tenancy checklist

Please remember to:



- Complete and return the 'Notice to terminate' form – you can do this by:
 - Completing the form attached to this leaflet
 - Completing the online form on our website at www.magentaliving.org.uk/ending-your-tenancy



- Clear your rent account.



- Don't leave anyone else or pets/animals in the property, you **MUST** give the property back as a vacant possession.



- Leave any instruction manuals you were given in the kitchen draw.



- Tell your relevant utility companies (gas, electricity and water providers) that you are moving out. You will need to give them a meter reading to close your account.

You must not...

Give your keys to friends or neighbours for them to pass back to Magenta Living. If you live outside of the Wirral area, you must discuss and agree a way of returning the keys with your Neighbourhood Housing Officer.

Abandon the property and leave it without informing Magenta Living or returning the keys (this will delay the property being made available for someone else who may be in need of it). This will result in additional charges being made against your account and may affect any future housing applications.



If you have a pre-payment meter, the gas/electric key must be left in the meter. The key will not work in any other property!

Make a note of your meter readings here:

Gas reading is:

Electric reading is:

Water reading is:



- Redirect your mail – you can do this via Royal Mail: www.royalmail.com/personal/receiving-mail/redirection



- Don't forget to inform key contacts about your new address such as your bank, doctors, dentist, home contents insurance provider. You must also inform your local Council for any benefits you are claiming and Council Tax departments.



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 0808 100 9596

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