

Contacts

East District Housing Office

169 Pitkerro Road
Dundee DD4 8ES
Tel: 307401

West District Housing Office

3 Sinclair Street, Lochee
Dundee DD2 3DA
Tel: 307301

Housing Options Team

Tel: 432001

Lettings Centre

Tel: 307400 or 0300 123 9023

Special Collections Service

Tel: 436238

Rent Recovery Centre

Tel: 307300

Antisocial Behaviour Advice Line

Tel: 0800 169 3845 or 307342

Council Tax/Housing Benefits

Tel: 431205

Dundee Women's Aid

Tel: 207099

Moving out checklist ✓	
All rent/charges are paid	<input type="checkbox"/>
Repairs/decoration that are your responsibility have been carried out	<input type="checkbox"/>
2 sets of house keys returned	<input type="checkbox"/>
Controlled entry key fobs returned	<input type="checkbox"/>
Any other keys e.g. bin store, cellar, window locks – leave in house	<input type="checkbox"/>
Remove all possessions from home and garden	<input type="checkbox"/>
Clean/sweep out home	<input type="checkbox"/>
Tidy garden area	<input type="checkbox"/>
Dispose of any unwanted items	<input type="checkbox"/>
Take gas/electric meter readings	<input type="checkbox"/>
Notify Council Tax/Housing Benefits	<input type="checkbox"/>
Arrange for mail to be redirected	<input type="checkbox"/>
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Neighbourhood Services uses Language Line to provide a telephone interpreting service.



Designed by Dundee City Council, Communications KL/5/19



Ending Your Tenancy

What you need to know



ENDING YOUR TENANCY

Ending your tenancy and moving out of your home

Before you give up your secure tenancy you should be sure that you have suitable accommodation to move on to. If you are leaving because of rent arrears, harassment or fleeing domestic abuse, try to seek advice. There may be options open to you so that you can stay in your home. There are contact details on the back of this leaflet of people who may be able to help.

If you have any queries about ending your tenancy, please contact your District Housing Office.

How do I end my tenancy?

You must give us at least four week's notice to end your tenancy. You can notify us by letter or you can call into your District Housing Office. We will take the details and you will be asked to sign a termination receipt.

In certain circumstances we may make the termination date less than the required four weeks, e.g. if you are transferring to another DCC house.

If you need to extend your date of termination please contact the Lettings Centre, **Tel: 307400**. Please note, you won't receive Housing Benefit for two houses.

If you do not give us enough notice or leave without telling us, we will charge your rent until we bring your tenancy to an end.

What if I am a joint tenant?

If you are ending a joint tenancy all tenants must sign the termination letter/receipt.

You can end your part of a joint tenancy by giving us four week's notice by letter or calling into your District Housing Office. You should notify the other joint tenant/s that you are ending the joint tenancy.

When will my tenancy end?

Your tenancy will always end on a Monday, no matter what day of the week you tell us that you are ending your tenancy.

For example:

- If you give notice on a Wednesday, we will count four weeks from the following Monday
- If you give notice before 12 noon on a Monday, we will count four weeks from that Monday

Will my home be inspected before I leave?

Yes, we will contact you during the notice period to arrange a visit to ensure that you leave the house in a satisfactory condition.

During the visit our Housing Officer will:

- Explain the condition that the house should be left in
- Identify any repairs that are your responsibility
- Identify any alterations or improvements that have been carried out without permission
- Give you advice about disposal of unwanted goods/furniture etc.
- Explain the charging process if you do not leave the house clean, tidy and in a good state of repair
- Arrange another visit, if required
- Explain process for compensation for improvements

Before you move out

There are a number of things you will need to do before you leave your home. To help you there is a **Moving out checklist** at the end of this leaflet.

Rent

Please ensure that your rent account is clear before you leave. We will pursue you for any outstanding debt after you have moved out of a council property.

Keys

You should return at least 2 keys for each door lock, also any controlled entry system fobs. Please return the keys to any housing office by 12 noon on, or before, the date of termination. You will be given a receipt for the number of keys that you return.

Any other keys such as those to the close, drying area, cellar, meter cupboards and window locks should be left in the house for the next tenant.

If you do not hand in the keys by the termination date you will be charged additional rent for the period between the date of termination and the date you hand in the keys. We will also charge you the cost if we need to change the lock/s.

Any damage that may occur while the house stands empty, for example burst pipes, vandalism, etc will be your full responsibility as long as you have the keys.

Condition of house and garden

You should remove all of your furniture, personal property and personal papers from the home and the garden. You should make sure that all fixtures and fittings are left intact or replaced and that the decoration is not damaged.

You should ensure that the property is completely empty, cleaned and swept out before you leave.

It is the Council's policy to charge the outgoing tenant for any damage to fittings or fixtures and for removing any items left in the house or garden.

The Council provides a Special Collections Service to allow you to have larger items uplifted. You can request a special uplift for up to 6 bulky items from outside your property at ground floor level for a small charge. Your District Housing Office will be happy to arrange this service for you. If you wish to make your own arrangements please phone **436238**.

Alterations/improvements

If you want to remove any fixtures or fittings, such as light fittings, handles, doors that you have fitted yourself you must put the originals back or provide a replacement. If you do not do this we will charge you for getting it done on your behalf. If you are not sure about what you can remove please contact your Housing Officer.

You may be entitled to compensation for certain improvements you have made to your home, providing that you had written permission at the time you did the improvements and proof of how much they cost. You must ask us to consider your request for compensation, in writing. To find out if you can apply for compensation for improvements contact your Housing Officer.

Gas/Electricity

It is your responsibility to take final electricity and gas meter readings before you leave and pass them to the fuel supplier.

Other things to remember

Arrange with the Post Office to have your mail redirected. We will not forward any letters to you at your new address and we will not tell the new tenant your forwarding address.

Make a list of all the people you need to contact to tell them you are moving e.g. Council Tax, telephone company, doctor, dentist and so on.