

Resident summary of a Group policy

This resident summary explains what happens when you wish to end your tenancy with Southern Housing Group. It applies for sole tenants, and for joint tenants where all named residents wish the end the tenancy.

This summary applies to all rented tenants with:

- Southern Housing Group Ltd
- South Wight HA Ltd
- James Butcher HA Ltd

Giving your notice

Under the terms of your tenancy agreement you are required to give us a minimum notice period to end the tenancy.

Weekly rent

This is four weeks notice for tenants paying weekly rent. The tenancy must always end on a Sunday.

Monthly rent

This is one calendar month for monthly paying tenants.

If the tenancy is ending because a tenant has died, please see our Resident summary entitled 'When a tenant dies'.

You can end your tenancy by writing to us, but if you are not sure what information you need to give, you will need to write, email or telephone the Customer Service Centre to let them know that you would like to leave the property.

They will send you a Notice of Termination of Tenancy form, which you must complete and return. The Notice of Termination of Tenancy form can only be completed by residents named on the tenancy agreement.

Without a letter or Notice of Termination of Tenancy form, your tenancy will not have legally ended.

Inspection of the property

We will need to inspect the property before you leave so that we may assess what, if any, repairs or redecoration are required and which may be your responsibility.

You may be charged for any work identified as your responsibility and which you have not done before the end of your tenancy.

Viewings

We might ask you to let us bring people round to see the property, so that we can rent it out again without delay. Your tenancy requires that you give us reasonable access for this.

Clearing out the property

At the end of your tenancy you will be charged the cost of removing any possessions left in the property and for any cleaning that is needed to bring the property to a reasonable condition for re-letting.

Southern Housing Group does not provide storage facilities. If you leave any goods at the property once you have moved out, these will to be collected and put in commercial storage at *your* expense. There is a section on the Notice of Termination of Tenancy form where you can tick if you would like us to store your goods at *your* expense, otherwise we will dispose of any goods left at the property.

Get your meters read

On the day you move, get readings for any gas, electricity or water meters at your old address. Make sure all of the meter companies know you are moving.

Ending a Tenancy

Resident Summary

Turn off your water at the stopcock and gas meter before leaving. Switch off electricity at the fuse box. But don't ask for these services to be disconnected.

Rent payments

Your rent will need to be paid up to the day you move and return the keys. If you leave owing us money, we may still pursue you for it. We may also pass your name to a debt collection agency, as well as telling credit reference agencies that you owe us money – which might stop you getting credit in the future.

Make sure no-one has access to the property

Vacant possession is a requirement of ending your tenancy. This means that anyone else living in the property, even those not moving with you, must also vacate the property by the due date. You must tell us before the tenancy ends if you are worried this might be a problem.

What to do with your keys

All keys must be returned before 12 noon on the due date.

You will be charged rent for the whole week if the keys are not returned on time.

If the keys are not returned the association reserves the right to enter the property and change the locks. Any additional costs incurred may be subject to recharge. If you have a key or a card to operate any gas or electricity meters, these also need to be returned with the property keys.

Tell everyone you're moving

Don't forget to tell:

- Friends and family
- Your contents insurers
- You Housing Benefit department if you claim
- The Department for Work and Pensions if you claim benefits
- Your Council Tax office

Leave a forwarding address

It is important that you let us know your new address in case we need to contact you after you have moved. You can leave your new address with the Customer Service Centre, or your Resident Services Officer.

Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at
servicecentre@shgroup.org.uk

Write to us at **Service Centre,
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ**

Visit our website at
www.shgroup.org.uk

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

Arabic

.0300 303 1771 لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.