



St Luke's Housing Society Limited – Useful Information

Ending Your Tenancy

How do I end my tenancy?

If you are moving to another home you will need to give 1 months' Notice in writing. We can help you with this if you would like. We will acknowledge the Notice in writing, and send you a letter explaining what you need to do before you return your keys to us.

Can somebody end my tenancy on my behalf?

If someone is handling your affairs under a Power of Attorney or Court of Protection order, they can give Notice on your behalf (we would need to see a copy of their authority to act). In the event of a death, your executor or next of kin may be dealing with your affairs.

What happens on death?

If you are living at your home with a partner, they will succeed to the Tenancy, and will therefore remain as a sole Tenant. We will provide support as appropriate to their needs.

If you live alone we will work with your executor or next of kin to help them manage the process. We can be flexible about the final end date, shortening or extending it according to reasonable needs. We realise that this is a difficult time for relatives and friends and will provide whatever advice and assistance we can to make the process as stress-free as possible. The 'tenancy' will end once the property has been cleared and all keys have been returned to us. A rent-equivalent charge will remain on the property until this time, which will need to be paid out of your Estate. It is important to note that any benefit entitlements, including housing benefit, will end on the Sunday after the date of death.

When there is nobody appointed as executor or holding power of attorney we will need to serve Notice to formally end the tenancy. This is nothing to worry about, and we will explain it to the person you have told us is your next of kin.

What practical matters need to be dealt with?

- Rent (including service charge and support charge) are due up to and including the official tenancy end date. A rent-equivalent charge will continue until the property is cleared and the keys are returned to us. You will need to cancel any bank standing order arrangements for after that date.

- Housing Benefit – if you receive Housing Benefit you will need to notify Oxford City Council of your moving date and your tenancy end date. Housing Benefit will normally be paid until the date you move out. If you move out early you may still be able to get Housing Benefit until your tenancy end date – we can help you to claim. This should apply if you move into a residential or care home. This should also apply if you have been staying temporarily in residential or nursing care, or in hospital, but have now decided to end your tenancy and live there permanently or move elsewhere.
- Council tax - You need to inform Oxford City Council of your moving date/tenancy end date and forwarding address. We can help with this. If your council tax has been paid in advance then a refund may be due.
- Electricity – You need to inform your supplier and provide a final meter reading. Again, this is something that we can help you with.
- Telephone and internet connections – These need to be disconnected and transferred to your new home if applicable.
- Fixtures, fittings and alterations - We will visit you at the property to agree if any fixtures/fittings and alterations can be left in place, or if you need to remove them and reinstate things to their original. We will usually agree to your leaving things like curtain rails and bathroom cabinets for instance. If you remove them, you are responsible for making good afterwards.
- Carpets and curtains – If you want to leave these behind we will discuss with you whether this is acceptable. If they are not in good condition we will usually ask you to remove them.
- Cleaning - Your property should be clean and tidy, so please make sure that everything is cleaned (including cupboards) and that nothing is left behind unless we have agreed with you that it is OK to do so.
- Post - Please notify the post office so that your mail is re-directed.
- Keys - When you have finished in your property please hand in all keys, fobs and pendants at the office. Once keys are handed we will assume that you no longer require access to the property.

How do I dispose of unwanted furniture?

In general charities will only take furniture in good condition, which has the appropriate safety labels (soft furnishings). The following might be helpful:

- there are several charity shops in Headington and Cowley;
- there is a recycling charity called Emmaus (01865 763698);
- Oxford City Council will take 3 bulky items free of charge – (01865 249811);
- it may be worth putting a notice on the Tenant noticeboard to sell or give away unwanted items.

If you are uncertain, then speak to the staff here who will do their best to help.

Anything else?....

Each move out is slightly different. It is impossible to cover every eventuality in a short information sheet. If you have any queries or concerns just speak to the office staff, who should be able to help or at least direct you to somebody who can.