

Ending your tenancy

Frequently Asked Questions



I want to end my tenancy. How do I give notice?

You must advise us in writing that you are giving us notice to end your tenancy.

You must complete the 'Notification to End Tenancy' form giving the required notice period which is detailed below. You will be required to complete the form 'Ending your Tenancy – Essential Information'. You can hand deliver the completed forms to any Connect Office or post it back to us.

Can I end my tenancy and leave my relative or someone else in occupation of my property?

No, if you are ending your tenancy you must give us vacant possession (this means the property must be empty when you leave) in line with your Tenancy Agreement.

If you do not, your notification to end tenancy will not be accepted. Please contact your Tenancy Officer on 0121 717 1515 to discuss your circumstances and get the correct advice.

I am a joint tenant. Are both signatures needed to end the tenancy?

No. We would encourage both parties to sign the 'notification to end tenancy' form, but legally we only need one signature which will end the 'whole' tenancy.

I have an Introductory or Fixed Term (secure) tenancy how do I end the tenancy?

Full guidance is available in 'Fixed Term Tenancies - your questions answered'.

How much notice do I need to give?

You must give us at least 28 days' notice (this must be equal to a period of four complete weeks) in writing, to expire on a Monday, of your intention to end your council tenancy. If you are moving to residential care or transferring to another council or housing association tenancy, we will accept one complete weeks' notice from you, to expire on a Monday.

What happens after I have given notice?

You will receive an 'ending tenancy' letter which will confirm your tenancy end date and any remaining rent due. You must make sure that your rent is paid up to date before you leave the property – if you have outstanding rent it is important that you contact us.

What do I have to do before I leave my property?

- Have given four complete weeks' written notice.
- Have a clear rent account.
- Give full vacant possession of the property – this means not leaving anybody residing in the property when your tenancy comes to an end. Under the terms of your tenancy agreement, your tenancy will not be legally ended if you have not given full vacant possession and you will continue to be charged rent on a weekly basis.
- Leave the property and garden (if applicable) clean, tidy and clear of belongings and rubbish. This includes lofts and any garages and outbuildings.
- Leave no outstanding repairs.
- Provide **ALL** keys and fobs to your property including those for communal areas.
- Notify your service providers (such as electricity, gas, telephone and water companies) that your tenancy is ended. Do not leave your meters in debt.
- If you live in a high rise building with biomass heating then you will also need to return your card with the meter reference number on.
- Please be aware – if you do not leave your property in a satisfactory condition or you do not provide us with all keys and fobs you will be recharged to cover the costs incurred.

Does your property have any aids or adaptations?

Please let us know if your property has any adaptations e.g. walk in shower/grab rails. This will help us with advertising your property for a new tenant. You can do this by using the 'Ending your Tenancy – Essential Information' form.

Where do I take the keys once my tenancy has ended?

Hand all the property keys in to Asset Management Hub, Chapelhouse Road, Chelmsley Wood by midday (12:00pm) on the Monday that your tenancy ends. This includes keys to sheds, garages or any other outbuildings and also includes any communal entrance keys, fobs and payment cards (if applicable).

If you are not able to hand in the keys at any of our offices please contact us on 0121 717 1515 for advice.

What happens if I don't return my keys?

If you don't return your keys/fobs and haven't contacted us to give a reason we will change the lock to secure the property against re-entry and charge you for the cost of the works as well as any rent lost.

What happens if I leave belongings in the property after I have left?

If any items are found in your home after you leave we will remove and dispose of them. When you sign the notification to end tenancy form you agree that we can remove, dispose or even sell any items left in the property. In most cases we will clear and dispose of all items left in the property and this will not incur any charges.

Right to Compensation

If you have made any authorised improvements to your property, you may be eligible for compensation under the terms of the Right to Compensation for Tenants' Improvements (Leasehold Reform Housing and Urban Development Act 1993). For further details please contact us on 0121 717 1515.

Can I withdraw my notice?

You can withdraw your notice by letting us know in writing or by calling us on 0121 717 1515. It would be helpful if you do change your mind that you tell us as soon as possible. Please note that we do advertise your property on the Solihull Home Options website as soon as we receive your 'Notification to End Tenancy' form and there may already be applicants bidding for your property.

I also rent a garage from the council. How do I end this garage tenancy?

You will need to complete a separate form to end your garage tenancy. One full weeks' notice will be required (to end on a Monday). Please visit one of the Connect Offices to complete the relevant notice form, or call us on 0121 717 1515 to request a form in the post.

Permanent Residential Care

My relative (the tenant) has been admitted into residential care on a permanent basis and lacks the mental capacity to end the tenancy, what do I do?

Unless you were granted power of attorney when the tenant had a 'mental capacity' you cannot end the tenancy on the tenant's behalf. We will serve a Notice To Quit to formally end the tenancy.

Death

My relative (the tenant) has recently died. What do I need to do to end their tenancy?

In the event of a death a tenancy can only be ended by someone who is authorised to act as a personal representative of the deceased, i.e. an executor or administrator appointed in a will (proof required). In these circumstances we will accept a shorter notice of at least one full week (to end on a Monday).

If you are not a personal representative then provide us with a copy of the death certificate and return the keys to the property. Solihull Community Housing will end the tenancy by serving a 28 day Notice To Quit on the Public Trustee.

Housing Benefit of the deceased: please note that if the tenant was claiming housing benefit, the entitlement ends on the Sunday following the date of death. If the date of the death is a Sunday, the entitlement to housing benefit ends that day.

Who do I contact if I have any further questions about ending my tenancy?

Please call into one of our Connect Offices or call us on 0121 717 1515.