



## Property inspections and rechargeable repairs

On the agreed appointment date, a member of staff will complete a pre-termination inspection. They will answer any questions you have on repairs, decoration, cleaning and removal of all items and rubbish before you return the keys to us.

Once the keys have been returned, a further inspection will be completed by us. We will let you know of anything outstanding which may be recharged to the estate.

Please be aware that a Grand Union Housing Group representative will attend and fit a key safe to the exterior of the property within the next 4 weeks. You are not required to be present and no access is required to the property.

### Tell Us Once

This is a service that lets you report a death to most government organisations in one go, for example to cancel benefits received.

<https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

### Please remember to:

- Make sure the rent account is cleared
- Advise us of an address we can contact you
- Contact us if you are unsure of what is your responsibility. You can call us on 0300 123 5544
- Not leave any open gas pipes or live wires
- Always use qualified or registered tradesmen to remove appliances
- Read meters and inform gas, electricity, water and telephone companies
- Notify the local council for Council Tax and Housing Benefit
- Notify the Department of Work & Pensions if any benefits are being received
- Ensure all keys/fobs are returned clearly marked with their use. If these are returned late, there may be additional rent charges or if all are not returned, replacements may be charged for
- Ensure the property is left secure

If you have any queries, please contact our Customer Service Team on 0300 123 5544 who will be happy to help.