



Moving out

Property inspections and rechargeable repairs

You will be contacted by us to arrange an inspection of the property before you leave so we can advise you of any repairs/redecorations that are your responsibility. A full inspection is also carried out after you have moved to assess what works, if any, need doing before a new tenant can move in. You will be notified of any repairs which are your responsibility and which you may be charged for. If you do not receive contact from us for these appointments, you can make arrangements by calling the Empty Homes Co-ordinator on 0300 123 5544 to set up an appointment.

Before you move you should carry out any cleaning, repairs or other work you are responsible for. You should also remove all items and rubbish when moving out.

If you fail to carry out this necessary work, we will arrange for a contractor to do the work and the cost may be charged to you.

It is in your interest to ensure all identified repairs/ obligations that are your responsibility are completed before you move.

Points to remember before leaving:

- Make sure your rent account is clear.
- Advise us of your forwarding address.
- Do not leave any items of rubbish behind as you will be charged for removal.
- Do not leave any furnishings or floor coverings without first making prior arrangements with us.
- Fixtures and fittings such as gas fires and kitchen units are normally GUHG's property and should not be removed. If there is any doubt, please check with us.
- Do not leave open gas pipes or live wires.
- Always use qualified or registered tradesmen to remove appliances.
- Inform gas, electricity, water and telephone companies you are moving and read the meters.
- Notify your local council that you are moving for Council Tax and Housing Benefit purposes.
- Leave the property empty, secure and in a clean condition.

Returning your keys/fobs:

You will be contacted by the Empty Homes Co-ordinator to arrange a time to collect your keys at the property at the end of the tenancy. If you have not received contact from us to make these arrangements, please contact the Empty Homes Co-ordinator on [0300 123 5544](tel:03001235544) to set up an appointment.

All keys/fobs to the property, communal flat block entrances and any garages, outbuildings or sheds should be returned at this appointment, clearly marked. If you are late returning keys/fobs you will be responsible for paying additional rent.

GUHG may charge for the replacement of keys/fobs or lock changes if all keys/fobs are not returned.

Any Lifeline pendants should also be returned.

Useful contact details

If you have any queries regarding the above, please contact our Customer Service Team on [0300 123 5544](tel:03001235544) where we will be pleased to give further advice.