

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, we will carry out a further inspection. We will let you know about anything outstanding which may be recharged to the estate.

Please be aware that an Amplius representative will attend and fit a key safe to the exterior of the property within the next four weeks. You don't need to be present and no access is required to the property.

Please remember to:

- Make sure the rent account is cleared.
- Give us an address where we can contact you.
- Contact us if you are unsure what is your responsibility.
- 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.

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.

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

If you have any queries, please contact our Empty Homes team on EmptyHomesSupport@amplius.co.uk or call 0300 123 5544.