

Vacant Property Incentive Scheme

Mossbank has in place an incentive scheme, to encourage people who are leaving their property to return their home in a satisfactory condition. This will involve the payment of a £50 incentive to outgoing tenants where they:

- Leave their property clear of rubbish and furniture
- Leave no outstanding repairs for which they are responsible
- Have a clear rent account at termination
- Give 4 weeks' notice
- Hand the keys back to property on an agreed date

Please note that this payment will only be made when all these conditions are met.

Contact us if you would like a copy of this publication in large print, Braille, audio format or another language.

Mosscare Housing Head Office
101 Great Western Street
Moss Side
Manchester M14 4AA
Tel: 0161 226 4211
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www.mosscare.org.uk

Textphone for all offices: 0161 226 2222

Registered Charitable Housing Association No. 24178R.
Registered with the Tenant Services Authority.



Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:
Mosscare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :
Mosscare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલીફોન કરો અથવા આ સરનામે લખો "The Mosscare Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:
Mosscare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:
Mosscare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:
Mosscare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

A guide to moving out of your home



A guide to moving out of your home

How much notice should I give?

If you wish to move out of your home you will need to give Mossbank at least four weeks notice in writing. Alternatively, you can come into the office and complete a standard form with your Community Support Officer. The notice period will begin on the first Monday after the letter is received.

If, in exceptional circumstances, you cannot give four weeks' notice (e.g. you are fleeing domestic violence) you will still need to make contact with Mossbank. Please do not avoid us – we are here to help you.

What should I do in the meantime?

During the 4 week notice period you should also consider the following:

- Give us access to inspect/view the property
- Contact your gas/electric suppliers to arrange meter readings
- Contact the Council Tax Unit to tell them you are moving and they will send you out a form to complete



- You should consider having your mail re-directed. The reason for this is that once you have left the property and handed the keys in you will no longer have access to collect your mail and Mossbank will be unable to pass on any mail to you. You will need to give the Post Office at least 7 days' notice to use this service and there is a charge – contact your main Post Office for further details or call Royal Mail on: **0845 7740 740**
- Arrange to have your telephone disconnected at your current address and re-connected at your new address
- Removal companies are often booked up in advance. Remember to book as soon as you have a firm date for moving

What about the keys?

IMPORTANT – Please read carefully

Unless all keys are returned to Mossbank by 4.30pm on the Monday of the date of termination of your tenancy, additional weekly rent will be charged. Alternatively, the locks may be changed and you will be charged for this. Please ensure that you obtain a receipt when you bring the keys into Mossbank's office. Tenants are required to leave the property, including the garden, in a clean and tidy condition – please do not leave any rubbish in the property.

- If there is a burglar alarm in the property please supply Mossbank with the alarm code when you return the keys
- If you have a furnished tenancy you must leave Mossbank's furniture in the property when you leave

Whilst Mossbank understands that people do move on we are sorry to lose good tenants who pay the rent and look after our properties. In order for us to monitor and improve the service we provide, we ask that you complete our short exit survey, available from any of our offices, and return to us in a freepost envelope.

Please contact your Community Support Officer if you have any further queries on giving up your home, call Head Office on: **0161 474 8340**

What if I am not the only tenant living in the property?

You should be aware that if you have a joint tenancy and you give notice to quit then this brings the tenancy to an end and, after the four-week notice period, all occupants will be required to leave. If one joint tenant wants to stay in the property they will need to contact their Community Support Officer immediately to explain the circumstances. Mossbank will then have the discretion to grant the remaining occupant a sole tenancy. Please note that Mossbank will not grant a sole tenancy if there has been a breach of tenancy.