

Housing People

Your Guide to Moving Out



Your Guide

Please read this leaflet as a guide on how you should leave your home for the next tenant. This is to help you understand what we expect from you and to avoid incurring any charges.

Once you have given us your one month's notice you will at some stage have a property inspection. You must not move until you have written confirmation from Cornerstone.

If you have any repairs due to wear and tear that need attention before you move then please contact the maintenance

depot on:
Tel - 01392 424344
Email -
repairs@cornerstonehousing.net

Before You Move

- ◆ Contact your gas and electricity supplier, South West Water and your local Council (for your council tax) to inform them when you will be moving.
- ◆ Arrange for your post to be redirected to your new address.
- ◆ Rectify any repairs that are your responsibility.

- ◆ Any damaged or missing meter box covers will need to be replaced. You can contact the National Grid and they can supply and repair them for you (this may be chargeable).
- ◆ If you have any non standard fixtures or alterations that have been made without our consent they will need to be put back to their original condition. If you have received consent please refer to the undertaking you signed at the time or discuss this with us on the property inspection.

Moving Day

- ◆ If you have gas and electric meter keys then these should be left in the property.

- ◆ Take readings of your gas, electric and water meters.
- ◆ Keys to the window locks should be left in the windows or on the window sills.
- ◆ Hand in your keys on the date specified in your letter. You will have until 12 noon to do this (unless agreed otherwise). If the keys are returned late then you may be charged for an extra day's rent and for every day after until we have received them.
- ◆ Use the 'Moving Out Checklist' on page 7 to keep track of your move!



Property Condition Guidance

On vacating the property, you are expected to ensure it is left in an acceptable condition. Properties should be clean, clear of your belongings and rubbish, and free from damage. Any gardens should be tidy and well-kept.

Fair 'wear and tear' – that is, wear through natural use as opposed to negligence, accidental or intentional damage – is acceptable and should not be charged. Please note that what constitutes chargeable damage

is at the discretion of the Lettings Officer.

Any damage to your property will be assessed at the property inspection and actions agreed between you and the Lettings Officer. A failure to leave the property in an acceptable condition will result in charges.

Please use these photos as a guide on how we expect you to leave the condition of the property.

Internal Doors



Acceptable



Not Acceptable

Bathroom



Acceptable



Not Acceptable

Walls



Acceptable



Not Acceptable

Kitchen



Acceptable



Not Acceptable

The cost of moving

Garden



Garages

- ◆ If you rent a garage from Cornerstone you will need to make sure that this is clear of any belongings or you may be charged.

Loft Space

- ◆ Your loft space should not have been used for storage as per your tenant handbook.
- ◆ Please make sure this space is left clear as you will be charged if anything needs to be disposed of after you have moved.

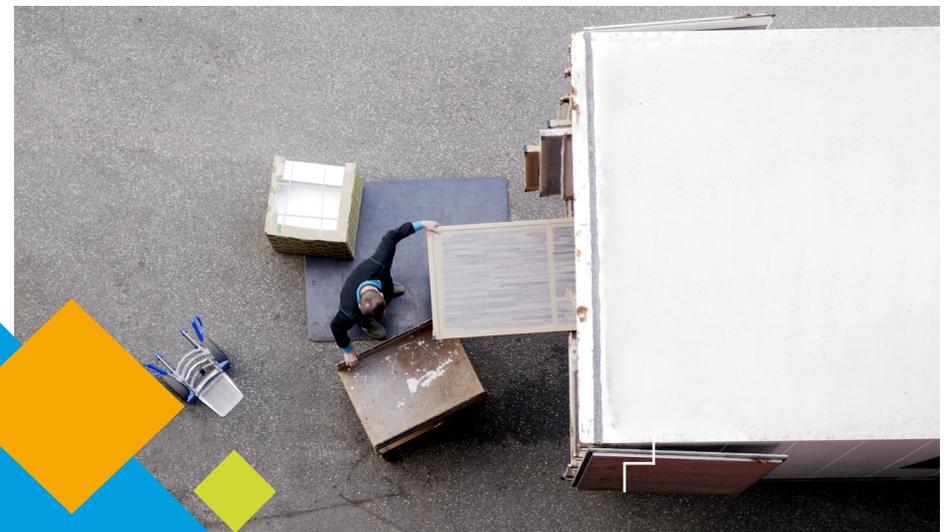


Chargeable Repair Costs

Below are examples of the charges that you could incur if we need to rectify any damage, or carry out any outstanding repairs, once you have left.

Item	Cost to replace*
External Doors	£500
Internal Doors	£120
Kitchen Replacements	£1100 for a 3 bed property
Bath Panels	£80
Replacement Bath	£340
Clearing Rubbish	£500
Sealed Window Units	£140

*all listed costs are approximate. Final costs will depend on property and item type.



Helpful contacts for your move



Phone

Cornerstone main office -
01392 273462

Cornerstone maintenance depot -
01392 424344

Exeter City Council -
01392 277888

South West Water -
0800 083 1821
Minicom:0800 169 9965

TV Licensing -
0300 790 6165



Text

Text us on 07491 163432, start your message with:

"Rents" to contact us about your accounts,

"Bal" to get your account balance

"Repair" to report a repair

"Card" to order a new payment card

"DD" to set up or change a direct debit.

Helpful contacts for your move



Email

Housing Benefit -
housing.benefit@exeter.gov.uk

Council Tax -
council.tax@exeter.gov.uk



Websites

Report a change in circumstances for benefit claims -
www.gov.uk/report-benefit-change-circumstance

Royal Mail redirection -
www.royalmail.com

My Tenancy check your account balance, view your rent account, report repairs, update your personal details and contact us online-
www.mytenancy.co.uk/

For more information, call the Housing Team
on **01392 273462** or email
mail@cornerstonehousing.net



Cornerstone Housing
Cornerstone House, Western Way, Exeter, Devon EX1 1AL

Customer Services - 01392 273462

www.cornerstonehousing.net