

# YOUR GUIDE TO

## Ending Your Tenancy



**At Community Gateway, we aim to make the moving out process as smooth as possible. This guide is designed to help you with that process: from giving notice, to handing back your keys. It will help make sure you've done everything you need to do before vacating the property.**

### What to do before you move

If you want to move out of your home and end your tenancy, you must:

**Provide four weeks' notice:** Give your notice to Community Gateway Association in writing, or over the phone.

**Attend your exit interview** - this is an important step where:

- We'll ask about your reasons for leaving, discuss your experience with us, and talk you through the process of handing the property back
- A property inspection will be carried out to identify any damages. We will inform you of any potential recharges to you, which has not been caused through normal wear and tear. This will give you the opportunity to put these things right before you leave the property and avoid being charged
- It is important that you are available for the interview. If the time and date which you receive are not convenient, please contact us as soon as possible to arrange an alternative appointment

### Return your keys:

- All tenancies end on a Sunday
- Drop your keys off at our offices (Harbour House, Port Way, Ashton-on-Ribble, Preston, PR2 2DW) by 12:00 noon on Monday
- If keys aren't returned on time, you'll be charged an extra week's rent

### Leave your property clean and tidy:

- Remove all your belongings and rubbish and leave the property, any outbuildings and garden clear
- Charges for removal of items left behind range from £150 to £550
- Fix any damages to avoid being billed for repairs

### Inform utility providers about your change of address

- gas, electricity and water:

- Don't forget to take meter readings and let your utility suppliers know your new address
- If you have a pre-pay meter, ensure there's no debt remaining. Any debt cleared by us will be recharged to you

**Redirect your Mail:** Set up mail redirection with Royal Mail at the Post Office or online to avoid missing important post. We will not be able to give you access to your old property, or collect mail on your behalf, after your tenancy has ended and the keys are back with us

### Council Tax and Benefits:

- Notify the Local Authority of your new address
- Housing Benefit, Universal Credit Housing Costs and Council Tax Benefit only apply while you live in the property, so you'll need to pay any rent due after moving out

**Clear any Rent Arrears:** Ensure your rent account is up-to-date before you leave. If you have arrears, we'll continue to pursue the debt, which may affect future housing applications with CGA

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gateway

[www.communitygateway.co.uk](http://www.communitygateway.co.uk)

## Useful contacts

### Gas:

**British Gas** - 0800 048 0202

**EON** - 0800 195 0101

### Electric:

**British Gas** - 0845 609 1122

**EON** - 0800 195 0101

**Scottish and Southern** - 0845 600 2006

### Water:

**United Utilities** - 0845 746 2233

### Council Services:

**Preston City Council (for housing benefits,  
cleansing and council tax)** - 01772 906900

### Telephone:

**British Telecom** - 020 7356 5000

### Mail:

**Royal Mail** - 08457 740740

## Contact us

If you have any questions about ending your tenancy, please get in touch:

Call: **0800 953 0213 (option 2)**

Email: [customerservices@communitygateway.co.uk](mailto:customerservices@communitygateway.co.uk)

Online: [www.communitygateway.co.uk/contact-us-0](http://www.communitygateway.co.uk/contact-us-0)

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