

TWENTY **11**

Returning Your Home to Us

Whether you are just moving into a Twenty11 home or are an existing tenant, this standard sets out the condition your home should be in when you move in and how we expect you to leave it if you move out. You have signed up to certain tenancy conditions that determine the standard of the home when you decide to leave. If you are leaving your Twenty11 home, our aim is that you do not have to be charged for any works that we must carry out after you've left.

If you are moving out of your home, we hope you have enjoyed living in it, and that you are happy in your new place. Before you go, you will need to do a few things to help us make sure that the home is ready for its new tenants. If we have to carry out extra works because the home wasn't left in a good condition, as your tenancy agreement stipulates, then we will have to charge you for those works.



We ask and expect you to:

Partnership

- Keep your home in good condition
- Leave your home in the same condition you received it when taking up your tenancy
- Remove all your possessions and any of your own fixtures and fittings unless you've already formally agreed with us to leave something behind
- Have no outstanding bills when you leave.

Respect

- Respect your neighbours
- Help us make sure that the time it takes to re-let your home when you leave is as short as possible. It helps us to keep our promises to new tenants and reduce the cost of bringing the home up to our lettable standard. Money saved can be re-invested straight into benefiting all tenants.

Pride

Take pride in your home and local area. This helps us to:

- work with you and your neighbours to improve the local community
- maximise the amount of money that we can invest in your home in the future
- work to the highest standards and deliver excellent services and pride in all we do.

How to leave your home

When an outgoing tenant leaves a home in a poor condition, we have to clear up and fix damage to make it ready for the next tenant. This costs money and means we have less to spend on improving homes for our tenants. It's your responsibility to make sure you leave your home in a good condition.

Use this as a guide for how we expect you to leave your home. Unless formally agreed with us in writing, please make sure you:

1. Remove all your personal possessions
2. Remove anything you have built or installed yourself that may be considered of poor quality or a potential health and safety Problem, like ad-hoc kitchen and/or bathroom improvements, built-in storage, garages and/or sheds, extensions to your home (such as a conservatory or canopy), external patio/decking, external walls and steps, garden features, etc. If you're not sure, feel free to get in touch through your portal.
3. Repair any damage caused to your home
4. Leave your home clear of any rubbish and clutter
5. Reinstate any of our fixed furniture and fittings that you may have removed and replaced with lower quality items, like kitchen and bathroom fittings, light and power fittings, outside fences, handrails, etc
6. Thoroughly clean all areas including inside cupboards, surfaces of walls, floors, ceilings, windows and doors; and fixed furniture and fittings such as kitchens, bathrooms, electrical items, radiators etc.

If we have to carry out any repairs, replacements or alterations due to damage or neglect, you will be recharged for this.

Loft areas

Please leave your loft thoroughly clean, empty and in a good condition

If you're leaving your home, remove everything that has been put in the loft during the time you have lived in your home. The loft must be left completely empty, with just the insulation, roof timbers and the water tanks visible. Stay safe - take care to avoid stepping directly onto the insulation or the ceiling as you may fall through.

For new tenants:

- if you find that the loft has not been cleared by us when you move in, please let us know straight away and we will arrange for the items to be taken away
- if there is little or no loft insulation when you move in, please let us know straight away and we will arrange for it to be fully insulated

This is what we expect



This is not acceptable



Lounge / Dining Area

Please leave things clean, empty and in good condition

- Remove all personal possessions like furniture, household tools, toys, games, books and magazines, etc.
- Remove all changes and additions made to the room(s) since you moved in, like laminate flooring, carpets, doors, electrical and light fittings, fireplaces, applied ceiling tiles, etc.
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission – contact us through your portal if you want to discuss this
- Reinstall and repair all our fixtures and fittings where required, such as internal and external doors, electrical fittings, etc., using competent qualified tradespeople and providing us with certification where necessary.

This is what we expect



This is not acceptable



Kitchen / Bathroom / Toilet

Please leave things clean, empty and in good condition

- Remove everything that wasn't in the home when you arrived: cooker, fridge, tumble dryer, microwave, kettle, kitchen utensils, food etc. and turn off the gas, water and electricity supplies
- Remove all changes and additions made to the rooms since you moved in, like flooring, doors, electrical fittings, kitchen units, bathroom fittings etc., using competent qualified people and providing certification to us where necessary
- You can leave changes and additions where these have specifically been agreed with us, but you must have written permission. You may be entitled to compensation for leaving your kitchen and/or bathroom fittings – please ask us about this.
- Reinstall and repair all our fixtures and fittings if they're damaged

This is what we expect



This is not acceptable



Hall, Stairs and Landing

Please leave things clean, empty and in good condition

- Remove all personal possessions: like furniture, household tools, toys, games, books and magazines, etc.
- Remove all changes and additions made to the room(s) since you moved in, like laminate flooring, carpets, doors, electrical and light fittings, etc., using competent qualified persons and providing certification where necessary
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission
- Reinstall and repair all our fixtures and fittings where required, such as missing banisters and balustrades, newel posts, handrails, doors, etc.

This is what we expect



This is not acceptable



Storage areas (eg internal cupboards, external sheds, attached and detached garages - including those rented on other locations if applicable)

Please leave things clean, empty and in good condition

- Remove all personal possessions: eg furniture, household tools and equipment, sports equipment, cycles, toys, games, books and magazines, etc
- Garages and external sheds: please also remove all larger personal items such as electrical goods, vehicle accessories and parts, motorcycles and cars.

Water and electrical services

- External water or electrical services must be removed if installed by you and reinstated to the original, using competent persons and certification if necessary.

This is what we expect



This is not acceptable

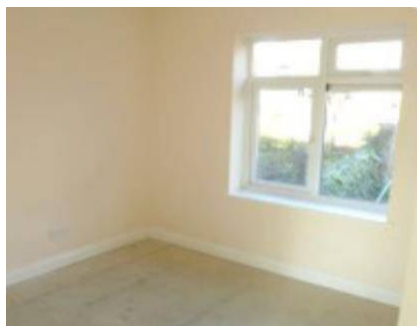


Bedrooms

Please leave things clean, empty and in good condition

- Remove personal possessions like bedroom furniture (beds and mattresses, wardrobes and other storage units), toys, games, books and magazines, electrical goods, sports equipment, etc.
- Remove all changes and additions made to the room(s) since you moved in like fitted cupboards, laminate flooring and carpets, electrical and light fittings, applied ceiling tiles, using competent qualified persons, and providing certification where necessary
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission.

This is what we expect



This is not acceptable



External areas included in your tenancy

Please leave things clean, empty and in good condition

- Remove all personal possessions like furniture, household tools and equipment, sports equipment, cycles, toys, games, books etc.
- Please remove all larger items such as electrical goods, vehicle accessories and parts, motorcycles, cars, trailers, boats and caravans
- Remove all changes and additions such as landscaping, ponds, sheds, garages, brick walls, etc.
- Cut back all bushes and make sure that the grass is cut.

You can leave changes and additions where they've specifically been agreed with us but you must have written permission.

Water and electrical services

- External water or electrical services must be removed if installed by you. You'll need to reinstate them to their original state, using competent persons and proving us with certification if necessary.

This is what we expect



This is not acceptable



Visits: Making sure everything is OK with your home

To check you're happy with your home, our staff will visit you on a few occasions – this might be during a scheduled appointment or a drop-in visit:

1. If you have a starter tenancy, you will be visited after six weeks and six months to review how you are managing your tenancy which includes your rent account, the condition of your home and dealing with any issues. We'll also check that you fully understand how to use the systems installed in your home; like heating, door entry, location of stop cocks and isolating switches, warden call system, etc.
2. Otherwise, we will visit within the first three months of you taking up your tenancy – to make sure you have all the support and assistance you need to understand your responsibilities as a tenant and our responsibilities to you. We'll also check that you fully understand how to use the systems installed in your home, e.g. heating, door entry, location of stop cocks and isolating switches, warden call system, etc.
3. (Existing and assured tenancies) We will visit every two years to see how you are doing and if you need support
4. Our home auditors will visit at least every two years
5. If you want to transfer, exchange or vacate your home, you can do this by writing to us. Once we receive your letter, we will arrange a visit to carry out an inspection and discuss how we expect you to leave your home. If you fail to re-instate your home as we have asked you, it may result in your move being delayed or cancelled

6. As soon as your home is vacated, we will carry out a full inspection to:

- Assess the condition internally and externally of all the land and buildings that you have rented from us, e.g. the dwelling, any associated land/garden, external sheds and garage(s) at the home or at a separate garage site
- Record any work that is needed which was your responsibility and for which we will recharge you as outlined at the pre-vacation inspection and in your Tenant Information Pack.

If you do decide to leave your home, please make sure you read this guide carefully and follow the guidance. We don't want you to be charged for anything that you could easily resolve.



Typical costs incurred for removing items left behind by tenants

Item	Single item price to replace
Removal and clearance	
Computer Screen	£22
Television Screen	£22
Domestic Fridge	£36
Gas Cylinder	£51
Paint Tin	£5
Fluorescent Tubes	£1
Car Tyre	£6
Van Tyre	£14
Lorry Tyre	£36
Car Batteries	£36
Microwaves	£26
Cookers	£21
Clearance of general rubbish – large	£274
Clearance of general rubbish – medium	£269
Clearance of general rubbish – small	£259
Clearance of sheds	£78
Clearance of garages	£83
Removal of vehicles: motorcycles, cars, caravans	£259
Typical replacement costs	
Replace kitchen sink top, or	£300
Kitchen sink unit and top	£512
WC	£169
WC and cistern	£325
Standard internal door	£129
Complete decoration of a large room; eg lounge	£522
Complete decoration of a medium room; eg bedroom, dining	£433
Complete decoration of a small room; eg bathroom	£243

Other Useful Documents

1. Recharges Policy
2. Lettable Standard for Empty Homes
3. Your Tenancy Agreement
4. Tenant Information Pack which contains important information about your tenancy, the repairs service and how to get involved.

If you need this document in another format, for example Braille, large type or audio tape/CD please call the number below.

If English is not your first language, we can offer an interpreter to explain this information to you.

اگر انگلش آپ کی مادری زبان نہیں ہے تو ہم ان معلومات کی وضاحت کیلئے ایک ترجمہ کار بندوبست کر سکتے ہیں
Urdu

Dla osób nie władających językiem angielskim możliwe będzie zorganizowanie tłumacza celem wyjaśnienia tych informacji.

Polish

 **01494 476100**