



# Ending your tenancy



INVESTOR IN PEOPLE



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This step by step guide has been designed to help you through the process of ending your tenancy. If you're currently a whg customer, but want to leave your property, read through this simple guide and if you still have any questions, call us on **0300 555 6666**.

## Your questions answered

### Q. How do I end my tenancy with whg?

**A.** Under the terms of your tenancy, you must give at least four weeks' notice in writing, with each complete week starting on a Monday. Therefore if notice is given during the middle of the week the four weeks' notice period starts the following Monday. If you have any queries or want to talk about this further, please call us.

### Q. What happens once I've given written notice?

**A.** Once we have received your notice to end your tenancy, we will contact you to arrange a convenient time when a member of your local housing trust can visit you. In certain cases, out of hours appointments can be made.

### Q. What does the visit involve?

**A.** When we come out to visit you, we will inspect your property and will advise you on what will be required before you move out.

We will also answer any questions you have.

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Then, we will ask you some questions about why you have decided to leave. The information you give us will help us understand what we can do differently to help us keep our customers and improve our services in the future.

The security of the property is important, especially if you intend to move out before the end of the tenancy, and we will discuss this with you.

## Q. What happens if I owe any rent?

**A.** If you owe us money due to unpaid rent, chargeable repairs or court costs, it is important that these are cleared before you leave as it could affect you when you apply to be re-housed in the future. If it is difficult for you to pay what you owe immediately, we can reach an agreement about how these debts can be cleared.

## Q. What should I do before moving?

**A.** Before you move out, you need to make sure that:

- The property, including the loft, is clear of all furniture, rubbish, carpets etc.
- The garden, yards and sheds are clear of rubbish and are left in a good and tidy condition.
- Work surfaces, kitchen units, the bath, wc and all sanitary fittings, are clean.
- All doors, frames, fixtures and fittings are left in good order.

whg will charge you if we have to do any of the above work before we can re-let the property to another customer.



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## Q. When should I hand my keys in?

**A.** You must hand your keys in before 12 noon on the Monday your tenancy ends. If there is any delay in your move, you must let us know immediately. We can then discuss a new date to receive your keys. If your keys are not returned on time, you will be responsible for further weeks' rent.

## Quick check list

Before you leave your property, do not forget to...

- Take a note of your electricity, gas and water meter readings where appropriate
- Get your phone disconnected
- Contact the Post Office to redirect your post
- Rearrange your TV licence
- Tell the Council Tax and Housing Benefit Departments that you are moving
- Cancel your newspapers, milk etc
- Inform DSS benefits, banks, building societies, doctors, dentist etc of your move

This list is only a guide so please think about who else you should be telling about your move.

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## Incentive Scheme

As an incentive to meet the conditions detailed in this leaflet when leaving your property you may qualify to receive a payment from us. Ask your local housing office for details of our Incentive Scheme.

## As you move on

We are always sorry to lose a valued customer. We wish you well for the future and would like to thank you for choosing whg. Please contact us if you require any further assistance.

Our offices are open between 9am and 5pm Monday to Friday. Emergency repairs can be reported 24 hours a day, seven days a week on the same numbers listed overleaf.

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To contact us please call:

**0300 555 6666**

Always charged at **local rate**  
– including from mobiles

## **Brownhills Housing Office**

13 Silver Court  
High Street  
Brownhills WS8 6HA

## **Bloxwich Housing Office**

Bloxwich Hall  
Elmore Court  
Elmore Green Road  
Walsall WS3 2QW

## **Blakenall Housing Office**

Blakenall Village Centre  
Thames Road  
Blakenall  
Walsall WS3 1LZ

## **Central Walsall Housing Office**

2nd Floor  
Tameway Tower  
Bridge Street  
Walsall WS1 1JZ

## **Darlaston Housing Office**

45 King Street  
Darlaston WS10 8DE

## **Willenhall Housing Office**

Beechwood House  
New Road  
Willenhall WV13 2BG

Email us at [enquiries@whgrp.co.uk](mailto:enquiries@whgrp.co.uk)  
Website: [www.whg.uk.com](http://www.whg.uk.com)

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## English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

## Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউসিং অফিসের সঙ্গে যোগাযোগ করার জন্য সাহায্য করতে বসুন।

## Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

## Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઈલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઇંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા મદદ માટે કહો.

## Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

## Urdu

اشرح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

## French

Pour toute demande d'interprétation, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

## Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabetisiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.



Walsall Housing Group  
8th Floor Tameway Tower, Bridge Street  
Walsall WS1 1JZ  
Tel: 0300 555 6666

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