

Castle Morpeth **Housing**

Quality homes,
thriving communities

Ending your tenancy?



Part of the Isos Group

Would up to £150 help you set up in your new home?

When you move out of your home we want you to leave it clean and tidy and in good repair. If you do this it means the next tenant to live in the property can move in more easily and this saves us time and money.

If you do leave your home in good condition we will say thank you by offering you up to £150.

Do I need to apply for this reward?

No. Every tenant is automatically considered for the reward as long as they meet the criteria which is set out overleaf. The only exceptions to this are if you are buying your existing home or if you are carrying out a mutual exchange.

What criteria do I have to meet?

You must:

- Allow a Castle Morpeth Housing officer to carry out a pre-termination inspection of your Home. This will enable us to a) identify any repairs which we are responsible for and can carry out before you leave, b) identify any repairs which you are responsible for and need to be carried out before you leave, and c) to give you advice on bulky rubbish collection services etc.
- Tell us you are moving four weeks before the date you leave
- Tell us your new address
- Have lived in the property for at least six months
- Not have broken any of the terms set out in your tenancy agreement in the previous two years or remedied any breach of the terms to our satisfaction
- Return all sets of door and window keys to us on the day you leave
- Make sure any repairs which we have told you are your responsibility have been carried out
- Have a clear rent account and not be in debt to us in any way
- Leave the property in a 'lettable' condition.



What does a “lettable” condition mean?

The Castle Morpeth Housing Property Surveyor that inspects the property after you move must judge that:

- No work is needed to clear any items or rubbish from the property
- No work is needed to clean the property
- No work is needed to make good any repairs which you were responsible for.

This applies to any balcony, storage area, garden or yard which is part of the property.

How much will I get?

- If you do not have a garden/yard, you receive £100
- If you have a garden/yard, you receive £150.

Please note that if a garden or yard is attached to the property you must leave this tidy as well as the property to qualify for the reward.

Where a tenancy is in joint names only one payment will be made.

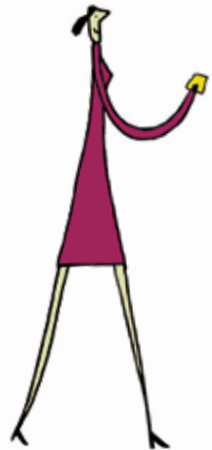
How will I get the money?

We will send a cheque to your new address shortly after your old property is inspected.

What do I need to do now?

Just contact Castle Morpeth Housing to arrange a pre-termination inspection then leave your home clean, tidy and in good repair when you move out. We will do the rest.

Contact your Housing Office if you need any further information.



How to contact us

Please contact us if you have any queries about the contents of this leaflet.

Our contact details are:

Castle Morpeth Housing

First Floor
Owen House
Sanderson Arcade
Morpeth
Northumberland
NE61 1NS

T 0845 117 0020

F 0845 117 0022

E info@castlemorpethhousing.co.uk

www.castlemorpethhousing.co.uk

If you would like this document translated, please contact the number below giving your full contact details.

If you would like this form in another language, large print, Braille, or audio tape please telephone Customer Services on: **0845 117 0020**.

Calls may be monitored and recorded for quality and training purposes.

Bengali	আপনার যদি একজন ইন্টারপ্ৰিটারের সহায়তার প্রয়োজন হয়, অথবা যদি এই লিখাটির অন্য কোন ভাষায় অনুবাদ চান, তাহলে অনুগ্রহ পূর্বক যোগাযোগ করুন।	Chinese (Simp)	假如你需要传译员的协助 ，或希望取得此份文件的 译本，请向我们查询。
Chinese (Trad)	假如你需要傳譯員的協 助，或希望取得此份文 件的譯本，請向我們查 詢。	French	Si vous voulez qu'un interprète vous aide ou si vous désirez que ce document soit traduit dans une autre langue, n'hésitez pas à nous le demander.
German	Falls Sie die Hilfe eines Übersetzers benötigen oder falls Sie dieses Dokument in eine andere Sprache übersetzen lassen möchten, dann fragen Sie bitte.	Hindi	यदि आपको एक अनुवादक या इस दस्तावेज को किसी दूसरी भाषा में अनुवाद करवाने के लिये सहायता चाहिये हो, तो कृपया वतायें
Italian	Vi preghiamo d'informarci, se avete bisogno di un interprete, o vorreste questo documento in un'altra lingua.	Japanese	通訳を必要とされる場合 、またこの文書の翻訳を 希望される場合にはご相 談ください
Korean	통역사의 도움이 필요하시거나 다른 언어로 번역된 문서를 원하시면 알려주시십시오	Portuguese	Se necessitar da ajuda de um intérprete, ou desejar este documento traduzido em outro idioma, por favor, peça.
Punjabi	ਜੇਕਰ ਤੁਹਾਨੂੰ ਅਨੁਵਾਦਕ ਦੀ ਲੋੜ ਹੈ, ਜਾਂ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਸਾਨੂੰ ਦੱਸੋ।	Russian	Пожалуйста, обращайтесь к нам, если Вам нужна помощь переводчика или перевод данного документа на другой язык.
Spanish	Si necesita la ayuda de un intérprete o desea obtener la traducción de este documento, por favor solicítelo.	Urdu	اگر آپ کو ترجمان کی مدد درکار ہو، یا آپ اس دستاویز کو کسی دوسری زبان میں حاصل کرنا چاہتے ہوں تو براہ مہربانی پوچھ لیں۔

Castle Morpeth **Housing**

Castle Morpeth Housing

First Floor
Owen House
Sanderson Arcade
Morpeth
Northumberland
NE61 1NS

T 0845 117 0020

F 0845 117 0022

E info@castlemorpethhousing.co.uk

www.castlemorpethhousing.co.uk

Published January 2010