

Leaving your home

If you decide you want to leave your home, you must make sure you leave it clear and in good condition.



CUSTOMER



This leaflet will explain what you need to do before you move.

FOCUS ON DELIVERING RESULTS

Leaving your **home**

We hope you have enjoyed living in your home. Before you move on we need to remind you about a few things you need to do to make sure the house is left clear and in a good condition.

Moving to another Platform Housing Group home?

If you have applied for another of our homes, a Technical Officer will make an appointment to come visit your home to check all is well for you to move. Please keep to the agreed appointment time so we can make the move as quick and easy as possible. If your home doesn't meet our agreed standard, your new application may be unsuccessful.

Here's what the Technical Officer will do:

- Check your home and garden/grounds meet our agreed standard.
- Advise you of their findings. If your home fails to meet the standard, they will explain why.

Failure to meet the standard will result in the housing application that you have made being unsuccessful.

Making the move easier – **your checklist**



Before you end your tenancy here are a few things for you to check. Please remember, if your house is not clear and you do not meet the standards set out below, we will ask you to pay the costs of carrying out the necessary work.



Inside your home

Please remember:

Have you checked this?

Furniture, appliances and goods must be removed.

All fitted cupboards and kitchen units must be clean and empty.

To clear the loft of all your belongings.

Any electrical fittings you have put in must be removed by a qualified electrician and either made safe or the original fittings replaced.
Eg: chandeliers, brass/chrome light switches.

Any damage to doors, windows, walls, banisters, kitchen units etc. which is not 'fair wear and tear' must be repaired.

All decorations should be of a satisfactory standard and fit for a new tenant to move in.

Your home should be clean throughout.

Any repairs that are your responsibility need to be done.

Curtains, blinds, carpets and other floor coverings you have fitted must be removed.

Leave operating instructions for equipment (boiler, gas fire etc.) all in one place.

To pay all utility bills up to the date your tenancy ends.

To leave the smart meter remote unit in the home.

Outside your home

Please remember:

Have you checked this?

All grass and hedges and shrubs must be cut/pruned back.

Gardens must be cleared of rubbish or and personal items.

Fences and gates must be in sound condition and any damage repaired.

To make sure you have cleaned up after your pets.

To have any external electrics you have fitted removed and made safe by a qualified electrician.

To empty the wheelie bin.

To remove compost heaps, compost containers etc.

All sheds and outbuildings owned by Platform Housing Group must be empty and clean.

All sheds, greenhouses and other outbuildings that you own need to be removed.

To empty and fill in any garden ponds and return the area to its pre-pond condition.

Alterations you have made

Please remember:

If you have our written permission (through our Permission Application process) and the Technical Officer feels the condition, health and safety aspects and suitability give **NO CAUSE FOR CONCERN**, you can leave them in place.

If you have made any alterations **WITHOUT** our written permission you will need to return it to its original condition. In some cases our Technical Officer may be written permission for the alteration to stay in place.

Have you checked this?

Bulky items

Please remember:

If you have any unwanted bulky items, please make sure they are moved. Visit your local council website to find out more or give them a call for more information.

For items of furniture and household appliances in good condition, please call the **British Heart Foundation** on **0800 2500024** or visit their website at **www.bhf.org.uk** to arrange a free collection.

Have you checked this?

Please remember, if you do not meet the standards set out, we will ask you to pay the costs of carrying out any outstanding work. Please take the time to have a look at the summary of possible costs you could be facing.

Here to help

Call: **0333 200 7304** | Mail: info@platformhg.com | Visit: www.platformhg.com