



This leaflet has been approved by tenants

This leaflet can be provided in Braille, on audio cassette tape/disk,
large print and in the following languages on request to
Cannock Chase Council on **01543 462621**.

Bengali, Gujarati, Chinese, Urdu, Punjabi and Polish.

আপনি অনুরোধ জানালে এই কাগজপত্রগুলোর বাংলা অনুবাদের ব্যবস্থা করা যেতে পারে।
如有要求的话我們可將此文件翻譯成中文
ধিনন্তী কংবার্থী তমনে অ্যা হস্তাবেগ তমারী মাতৃভাষামাং মণী শঙ্কি ষে.
ने जुसीं चारों उं दिव पतसा जुगडी घेली दिँच मिल सकदा वै
یہ دستاویز آپ کی زبان میں، گزارش پر دستیاب کی جا سکتی ہے۔

Ten dokument jest dostępny na żądanie w twoim języku

? =  01543 462621

Leaflet updated May 2022

Terminating Your Tenancy



Terminating your tenancy

What you need to do



- ✔ Complete a termination of tenancy form and a questionnaire, available from the Housing Office. You will need to give four weeks notice beginning and ending on a Monday. Four weeks notice is not required if you are transferring to another Council property.
- ✔ We will need the energy providers details and meter number (MPAN), so we can start changing over the users name.
- ✔ Allow the Council access to your home to inspect the property before you leave.
- ✔ The Council will install a key safe outside your property before you vacate your dwelling, please leave the keys in the key safe when you vacate your dwelling.
- ✔ Please return all the keys to the property in the key safe provided before noon of the Monday your tenancy ends and provide us with your forwarding address.
- ✔ Rent will be charged on the property until the keys are returned in the key safe provided by the Council. If they keys are not returned in the key safe the tenancy will not end, even if you have already moved out, and you will continue to owe money.
- ✔ If you are transferring to another Council property and you receive Housing Benefit or Universal Credit, remember it can only be paid on one property at a time and will need to pay in advance if you need more time to move.
- ✔ You must give the Council vacant possession of the property.
- ✔ Please ensure that your rent account is clear before you leave. Any outstanding arrears will be pursued. You will not be allowed to transfer to another Council property if you have any rent arrears.
- ✔ Please ensure you leave the inside of the property including the loft free from any rubbish.



- ✔ Please ensure that when you leave, the property and garden is free from personal property and belongings. (Arrangements can be made for bulky refuse to be removed, for further information call **01543 462621**). The Council will recharge you for the cost of disposing anything left behind.
- ✔ You will be recharged for any deliberate damage to the property or any alterations that have been carried out without prior permission.
- ✔ Before you leave your home advise the relevant people of your new address, for example:

Housing Office	Housing Benefit Office
Council Tax	Department of Works and Pensions
Electricity Supplier	Benefits Agency
Water Board Bank	Gas Supplier
School	Post Office
	Doctor/Dentist
	Family/Friends
- ✔ It is a good idea to take a meter reading and give us the last reading (credit or debit) before you leave as well as contacting your gas and electricity supplier. If you are moving any appliances e.g. your gas cooker, it is essential the supply is properly capped off by a Gas Safe registered tradesperson.
- ✔ You will be asked to complete a short exit survey about your customer experience and the reason why you are terminating your tenancy.

If you have any questions on ending your tenancy or require any advice on other housing services with **Cannock Chase Council** contact **Tenancy Services** on **01543 462621** or email lettingsofficers@cannockchasedc.gov.uk