

ADVICE ON MOVING OUT OF YOUR PROPERTY:

The following information is provided to assist you when you are preparing to move out of your property.

Once we have received your notice of termination, a housing officer will call round and complete a pre-termination visit. At this visit, your property, garden and common areas (if applicable) will be inspected and you will be advised if there are any changes required to the tenancy prior to your termination date. If you wish to leave items in the house which may benefit a new tenant, these must be agreed with your Housing Officer during the visit. You will not be charged for the subsequent removal of these items if necessary.

Before leaving the property, you must do the following:

- Leave the house in a clean and tidy condition and in good decorative order.
- Remove all of your belongings from the property; unless we have reached a mutual agreement for you to leave certain items for the incoming tenant and these items are included in a disclaimer form.
- Clear the loft, basement and garden area (if applicable).
- Make sure that lodgers or sub tenants leave with you.
- Provide the council with a forwarding address.
- Allow access to the house, at reasonable times, to show new tenants round.
- Remove any fixtures and fittings which you have installed without written permission and put right any damage.
- Carry out repairs which were highlighted to you at the pre termination visit.
- Ensure that all payments for rent and council tax are up to date.
- If you have completed authorised alterations or improvements, you may be entitled to claim compensation. You must apply for this during the notice period. *
- If the property has been let to you furnished, you must ensure that all items in the furniture pack are left in good condition.
- Re-direct your mail to your new address
- Take final meter readings and notify your gas and electric provider that your tenancy will be ending.
- Television Licence – update the TV licence authority
- Customer satisfaction questionnaire – please take a few moments to provide feedback to us.
- Gas and Electricity – please leave cards or keys in the property.
- Bank – please ensure you cancel any direct debit or standing order which is associated to payments for the property, e.g. rent, council tax.

* If you have made alterations or improvements with our permission, you may be entitled to compensation at the end of your tenancy under regulations governing such arrangements. We also have the power, even if you do not qualify under these regulations, to make a discretionary payment.

Once you have left the property for the final time you must:

- Return the keys and door entry fobs to the housing office before 12 noon on the day following the termination date – this should include those for access doors, cellars, bin rooms and out buildings. (Please leave window lock keys in the property)
- Return the laundry card if one was issued to you.
- Customer satisfaction questionnaire – please take a few moments to provide feedback to us.
- Please be aware that if your property is not left in an acceptable condition, we will send you an invoice for the following:
 - Repairs highlighted at the pre termination visit
 - Repairs due to deliberate damage or neglect
 - Unauthorised alterations

Keys – at the start of your tenancy we recorded the number and type of keys and door entry fobs which were issued to you. If you fail to return all that was issued, you will be charged for replacement fobs and the cost of the lock change. Changing the locks is our way of maximising the security of the new tenant.

General Advice:

Housing Clearance – if you need assistance with the removal of items from the property, the Council's Customer Service Advisors can advise on the options available. They can be contacted between 8 a.m. – 6 p.m. (week days) on 08456 08 09 19. Residents who are in receipt of certain benefits are given a reduced rate for collections. Council tenants can arrange to have up to four items collected free of charge during a year running from April to April. Items which can be collected include: beds, mattresses, furniture, cookers and electrical items. The cost of a house clearance starts from £175. Other items such as carpets, sheds and greenhouses will be charged separately.

Please contact 0845 08 09 19 to discuss the options available.

Donate Furniture – there are two main charitable organisations in Aberdeen City who will be happy to receive donations of suitable household items.

Somebody Cares Warehouse
80 Summerhill Road
Aberdeen
AB15 6EE
Tel 01224 200 197

If you have furniture, food or other useful items you could donate, please drop them in to the warehouse or call 01224 200 197 to arrange collection.

Opening times: Monday, Wednesday, Thursday, Friday – 8.30 a.m. – 4.00 p.m. for drop offs (Closed Tuesday)

Instant Neighbour
Instant neighbour House
5 St Machar Drive
Aberdeen
Tel 01224 489 955
Please help them by donating:

Double Beds
Single Beds
Single Wardrobes
Chest of Drawers
Bedside Cabinets
Bedding
Suites & Armchairs
Coffee Tables
Curtains
Kitchen Tables and Chairs
Dishes, Cutlery and Pans

Please note that all items of soft furniture must have the BS 7177 dated 1996 or beyond safety label attached. We are unable to accept any soft furniture without that label attached. This includes mattresses, sofas, chairs (including the padded seats of dining chairs), and suites.

They do not accept:
Large wardrobes
Display cabinets
Large Dining Room Tables and Chairs
TV and Video Units
Televisions