

Please complete and hand in this leaflet with your keys.

# Golden Goodbye reward scheme

## Tenant to complete / Office use

Four weeks' notice given .....  
Potential tenants were allowed to view the property during the notice period .....  
All repair/renewal works carried out, that were highlighted at surveyor's visit .....  
  
Origin allowed to carry out appropriate repairs .....  
Home left clean and tidy (subject to a check by Origin once the keys have been received) .....  
Clear rent account and any other outstanding debts settled with Origin .....  
Keys handed in on date advised in the "Ending your Tenancy" letter or on 1st day of tenancy if transferring. ....

### To process your application please tell us the address you are claiming your Golden Goodbye from and your new address below:

Name .....  
Previous address .....  
.....  
.....  
.....  
New address .....  
.....  
.....

## Leaving your home?

Clean, tidy and in good condition?  
**Up to £250 could be yours!**



**Lettings Team** Origin Housing, St Richards House, 110 Eversholt St, London NW1 1BS.  
0800 040 7989 - [lettings@originhousing.org.uk](mailto:lettings@originhousing.org.uk)  
Alternatively you can call Customer Services on 020 7209 9222

great homes  
positive people  
strong communities

## Our offer

We are offering you a maximum of £250 to say “thank you” for leaving your property in good condition., if you are a General Needs or Retirement Housing tenant.

In exchange, we want you to leave your property clean, tidy, in good repair, and free of your belongings (including floor coverings). If you do that, the new tenant can move in quickly after you have moved out, saving us time and money.

## Exceptions to the Golden Goodbye scheme

- If you are buying your home under the right to acquire scheme, carrying out a mutual exchange, live in a Supported, Keyworker, Market/Intermediate rent, HFI, RSI or Shared Accommodation you will not be eligible for the Golden Goodbye scheme.

## How to qualify

You need to meet the following criteria:

- You don't have any outstanding debts with us.
- You have lived in the property for at least 12 months.
- You have not broken any of the terms and conditions set out in your tenancy agreement in the last two years.
- You have given us four weeks' notice of your departure by completing a termination form.
- You are a transferring tenant and return the keys on the first day of your new tenancy.
- You have allowed an inspection of your home to be carried out before your leaving date.
- You leave your home clean, tidy and in good condition.
- You have carried out all works agreed with our surveyor at the pre-void inspection.

## What qualifies as good condition?

- No work is needed to clean the property.
- No work is needed to clear any items from the property, including loft, sheds and garden. (This includes all floor coverings)
- No work is required to repair or renew items for which you have responsibility.
- No work is needed to replace any DIY items fitted by you.

This also applies to the garden, shed, yard, loft area or any storage area that is part of the property.

## How much will I get?

- If you have a property with a private garden you will receive £250.
- If you have a property without a garden you will receive £200.

## What do I do now?

- Complete and hand in this leaflet with your keys to your local office and we will arrange to inspect the property.
- If you have any questions about the Golden Goodbye scheme please contact the Letting or Customer Service Team. Details on back page.
- If you would like this document translated or provided in larger print please contact Origin Housing Customer Service on 0800 040 7989 or 0207 209 9222.

## When and how will I receive the money?

- If we agree that you have complied with the criteria listed we will send a cheque to your new address for the appropriate amount.