

Moving on?

A guide to leaving your home



origin HOUSING

great homes
positive people
strong communities

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Moving home represents the start of a new and exciting chapter, but with so much to do it is often a confusing time. Whether you're moving home or helping someone else, this guide contains all the information you need to remember what you must and make the process run smoothly.



1. How to end your tenancy

Don't forget to:

- Write to us, giving four weeks' notice, to confirm that you are planning to end your tenancy. If you are moving to another Origin home, or ending a tenancy for someone who has died, you should contact your Neighbourhood Officer or Retirement Manager.
- Leave a contact number so we can reach you because we will be visiting your home during the notice period.
- Continue to make rent payments until your tenancy has ended and the keys have been handed back.
- If you also rent a shed, garage or parking bay you will be required to complete a separate form to end the tenancy for each.

2. Your responsibilities

Before moving home, please remember to:

- replace anything that is missing or can't be repaired;
- repair any damage you may have caused, such as cracked glass, and always use a qualified tradesperson to do so;
- clear and tidy your garden;
- clear all cupboards, sheds and loft space;

- remove all your furniture, belongings and rubbish from your home and the communal area;
- vacuum and wash all floors after clearing your home and cleaning out cupboards.

We will charge you the full cost of any work we have to do after you leave, including the removal of anything you leave behind. (For full details, see the section on charging below)

Your belongings

If you are taking your fixtures and fittings with you, remember that:

- a qualified electrician must remove any electrical fitting and leave the surrounding area safe and in good condition;
- a 'Gas Safe' registered contractor must remove any gas fitting. Otherwise, you are risking lives and could face legal action in addition to repair costs.

Returning keys

After we have received written confirmation that you would like to end your tenancy agreement, we will write to advise you of the date on which we expect you to return your keys to our offices. This will usually be before 12 noon on a Monday.

Occasionally, keys get lost in the post so we strongly advise you to return them by hand. If you are unable to deliver the keys to one of our offices, please make alternative arrangements with your Neighbourhood Officer or Retirement Manager.

Charging

If we have to repair or renew damaged items in your home after you have moved out we will pass the cost to you. To avoid this, please refer to the following.

- Don't make alterations – including any electrical work that doesn't comply with current building regulations – without our permission.
- Don't lay laminate flooring without first requesting permission from Origin. If we ask you to remove it, please do so and repair any damage.
- Don't remove any of the furniture or equipment that we provided when you moved in.
- Don't leave unsatisfactory replacements for missing or damaged doors.

Other instances where we will charge you include:

- the removal and disposal of any unwanted items that you leave behind;
- the removal of rubbish from gardens, and/or
- the repair or replacement of damaged, scratched or burned worktops.

If you are in doubt, or would like to know more, please contact your Neighbourhood Officer or Retirement Manager.

3. What are ‘Golden Goodbyes’?

If you leave your home ready for the next tenant, we will send you a cheque for up to £250. To qualify, you need to:

- return all sets of keys for the external doors, gates, windows, communal doors and entrance fobs (if appropriate) to your home;
- return the property in good condition, and
- have no outstanding debts or rent left to pay.

To find out more about our Golden Goodbyes scheme, contact us on the customer services number at the end of this leaflet.

4. Paying up

Please remember that your rent account must be cleared when you hand in your keys. Bear in mind that we use tracing agents and debt collection agencies to recover outstanding debts and may take legal action if we are unable to recover money owed to us.

Our policy states that we will not re-house someone who owes us money. If you are not moving to another Origin home, you are required to tell us your new address.

Paying your rent through housing benefit

If you are claiming housing benefit to help pay all or part of your rent, please remember that:

continued overleaf

- your council will need to know your new address as soon as possible;
- you will be asked to complete a new claim form before the start date your new tenancy. If you make a late claim you may not be entitled to backdated benefit.

If you are not currently claiming housing benefit it is always worth making a claim at your new address. Alternatively, a Neighbourhood Officer, Retirement Officer or Support Officer can tell you if you might be entitled to housing benefit.

When does housing benefit stop making payments?

If you (or the person you are representing) have some or all of your rent paid by housing benefit, this will stop if:

- You move into residential care permanently. You are still entitled to housing benefit if you are there for a trial period, but once you have moved into residential care permanently your benefit will stop on your current tenancy. This means you will be liable to pay full rent until the Origin tenancy is terminated and the keys are handed in.
- The tenant dies. Entitlement to housing benefit stops when the tenant dies and the council will cease to pay benefit on the Sunday after the date of death. After that, any rent money due until the Sunday after the keys have been handed in must be paid by the tenant's family or representative.
- If you flee your home because you feel under threat or because you are at risk. Housing benefit entitlement may continue until you decide to notify the council and Origin that you will not be returning.

5. Moving checklist

- [] Give Origin Housing four weeks' notice of your moving date.
- [] Find out when you must hand in your keys.
- [] Repair any damage.
- [] Inform the benefits office that you are moving.
- [] Inform Origin and your gas/electricity supplier(s) of the final meter readings, where appropriate.
- [] Cancel any deliveries such as milk and newspapers.
- [] Arrange to have all rubbish and unwanted items removed.
- [] Redirect your post.
- [] Clear the property.
- [] Clean all the sinks, floors, toilets and cupboards.
- [] During winter months, turn the heating thermostat down to 5c.
- [] Leave nets up at the windows, if you wish, helping us to deter squatters.
- [] Hand in your keys to Origin.

6. Useful telephone Nos.

Origin Housing Repair Line
(24hrs, Freephone) After 5pm emergencies 0800 783 7903

Origin Housing Customer Service
(9am-5pm Mon-Fri, Freephone) 0800 040 7989

..... 0207 209 9222

Utilities

Electricity Supplier Finder
(Information Service) – London 0845 6000 102

Electricity Supplier Finder
(Powergen for Outer London, Watford & Stevenage) 0845 603 0618

Transco - Gas Supplier Finder 0870 608 1524

British Gas Customer Services 0845 6000 560

Npower Electricity Customer Services 08457 145 146

Npower Gas Customer Services 08457 906 050

Scottish Power Customer Services 0800 027 5812

Powergen Gas/Electricity Customer Services 0800 052 0346

EDF Energy 0800 096 2255

British Telecom 0800 800 150

Local Authority Housing Benefit contacts

Barnet	020 8359 2000
Brent	020 8937 1234
Camden	020 7974 5950
Enfield	020 8366 6565
Hertsmere	020 8207 2277
Islington	020 7527 2000
North Herts	01462 474 000
Stevenage	01438 242 242
Three Rivers	01923 776 611
Watford	01923 278 501

If you need this document translated, in large print, on tape, or in braille, please contact the Contact Centre (0800 040 7989), your area office, estate officer, support worker or scheme manager.

إذا أردت هذه الوثيقة بالحروف الطباعية الكبيرة، أو على شريط كاسيت، أو بطريقة برايل للمكفوفين، يرجى الاتصال بمركز الاتصالات على الرقم (0800 040 7989)، أو بمكتب المنطقة أو بالموظف المسؤول عن العقارات أو بموظف الدعم أو بمدير المشروع.

Arabic

এই ডকুমেন্ট (প্রমাণপত্র) যদি আপনার জন্য অনুবাদ, বড়ো ছাপার অক্ষর, টেপ অথবা ব্রেইলে প্রয়োজন হয় তা হলে কন্টাক্ট সেন্টার (0800 040 7989), আপনার এরিয়া অফিস, এস্টেট অফিসার, সাপোর্ট ওয়ারকার অথবা স্কিম ম্যানেজারকে অনুগ্রহ করে যোগাযোগ করুন।

Bengali

如果你需要本文件的翻譯版本、大字體版本、錄音帶版本或盲人點字版本，請致電(0800 040 7989)聯絡聯絡中心 (Contact Centre)、地區辦事處、屋苑職員、支援員工或計劃經理。

Cantonese

Εάν χρειάζεστε αυτό το έγγραφο σε μετάφραση, σε εκτύπωση με μεγάλους χαρακτήρες, σε κασέτα ή σε γραφή Μπράιλ, παρακαλούμε να επικοινωνήσετε με το Κέντρο Επικοινωνιών (0800 040 7989), το τοπικό σας γραφείο, τον προϊστάμενο συγκροτήματος, τον υπεύθυνο υποστήριξης ή τον διευθυντή προγράμματος.

Greek

ئەگەر دەتەوێت ئەم نووسراوەت بە تەرجومە کراوی، بە چاپی پیتی گەورە، لەسەر شریت یان بە بریل (شیاوژی نووسینی نابینا) بۆ داوین بکریت، تکایە پەیوەندی بکە بە سەننەری پەیوەندیکردن (0800 040 7989)، ئۆفیسێ خانووبەری ناوچەکەت، کارمەندی گەردەکەت، کارمەندی پشتگیری یاخود بە بەرێوەبەری بیناکە.

Kurdish

Haddii aad rabtid in dokumentigaan lagu turjimo, lagu daabaco far- waawayn, cajal, ama farta indhoolaha Braille, fadlan kala xiriir Xarunta Xiriirka(0800 040 7989), xafiiska xaafaddaada, sarkaalka xaafaddaada, hawlwadeenka taageerida ama maamulaha nidaamka.

Somali

Si necesita este documento traducido, en letra grande, en cinta o en braille, póngase en contacto con el Centro de Contactos (0800 040 7989), la oficina de su zona, el funcionario de la urbanización, el trabajador de apoyo o el gerente del programa.

Spanish

Bu dökümanın tercüme edilmiş, büyük puntolarla, kasette veya Braille ile (görmeyenler için) yazılmış bir nüshasına ihtiyacınız varsa, lütfen İlişki Merkezi (0800 040 7989), yönetizdeki daire, site memuru, destek memuru ya da proje yöneticinizle temas kurun.

Turkish

کراہیہ داروں کے لیے اس دستاویز کا ترجمہ اگر آپ کو چاہئے، یا یہ کتابچہ بڑے حروف کی چھپائی، ٹیپ یا بریل میں درکار ہو تو برائے مہربانی کنٹیکٹ سینٹر سے فون نمبر (0800 040 7989) پر یا اپنے ایریا آفس، اسٹیٹ آفیسر، سپورٹ ورکر یا اسکیم مینجر سے رابطہ کریں۔

Urdu

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