



Please ensure the keys are clearly marked with your name and the address of the property you are leaving



If you would like to have any part of this explained or translated, or in a different format such as in larger print, or on audio tape, please contact us on 01249 465465 to discuss your needs.

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倘若您希望我們對該雜誌的任何部分給予解釋或提供翻譯，或以不同格式（如大字體或錄音帶）提供，請致電 01249 465465 聯絡我們，洽商您的需求。

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Jeśli wymagają Państwo wyjaśnienia jakiegoś fragmentu albo jego tłumaczenia, albo w innym formacie, takim jak duży druk, albo na kasecie audio, proszę się z nami skontaktować pod numerem telefonu 01249 465465, aby przedyskutować Państwa potrzeby.

Herhangi bir kısmının izah edilmesini veya tercüme edilmesini, ya da iri harfler veya ses bantı gibi başka bir formatta verilmesini isterseniz, lütfen ihtiyaçlarınızı konuşmak için bu numaraya telefon edin: 01249 465465.



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GREENSQUARE AVON & MARDEN AREAS



Leaving your home



The things you need to do before handing your keys in

housing people, building communities

Moving out checklist

Before handing in your keys, make sure that:

- the property is clean;
- all furniture, carpets, white goods and belongings have been removed, unless you have made other arrangements with us;
- all cupboards sheds, lofts etc., have been emptied;
- no rubbish is left in the house, garden, stores, sheds or outbuildings;
- you have carried out any repairs or decorations that are your responsibility;
- you have contacted the gas and electricity companies to give them your meter reading (remember to keep a note for your own records);
- any gas or electric supply is correctly disconnected;
- you have contacted your telephone company to arrange disconnection;
- you have contacted the Post Office – for a small charge they will re-direct your mail to your new address;
- you have notified the Council to end your liability for council tax;
- you have notified the water company to end your liability for water rates;
- you have informed your bank, building society, doctor and anyone else who needs to know of your new address;
- you inform benefit agencies of your change of address;

- you read the water meter (if applicable);
- you have no debts on key meters;
- you contact our Customer Accounts team to check your rent account and make arrangements to ensure it is clear when you leave; and
- you contact bulk refuse on 01249 706352 to arrange for large unwanted items to be removed or make your own arrangements to clear them.

Recharge Checklist

Before you move out, your home will be inspected to check if anything needs doing before it can be re-let. You will be asked to carry out any work which is your responsibility, or you will be recharged for the cost of the work done, after you have left.

We will make a charge if there are any of the following:

- broken window or door glass (unless we have agreed to repair it);
- large holes in walls;
- missing light fittings;
- damaged kitchen work surfaces and units;
- cracked or stained WC, basin or bath;
- missing fence;
- need for redecoration (not including normal wear and tear);
- need for reinstatement of fittings, walls, doors, fireplace surrounds, etc., removed by you;

- need for removal of installations not approved by us;
- any damage to any fixtures or fittings;
- need for removal of rubbish and cleaning;
- need for replacing locks if keys are not handed in.

Please refer to your Repairs Book and Tenancy Book for more information.

Handing in your keys

Your tenancy with us ends on a Sunday. The keys for the property must be handed in to us by 10am on the Monday or you will be charged an extra week of rent.

You can hand your keys in at our main office at Methuen Park, Chippenham or to Barbury House, Swindon SN5 7HB.

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If you need more information or have any questions, please contact your neighbourhood team on 01249 465465 or email enquiries@greensquaregroup.com