



Wythenshawe
Community Housing Group

A decorative graphic featuring green leaves in the upper left and a broad, sweeping magenta/purple brushstroke that curves across the middle of the page.

Your Guide to Ending Your Tenancy

This leaflet tells you the steps you need to take if you want to leave your Parkway Green Housing Trust (PGHT) or Willow Park Housing Trust (WPHT) home.

Step one: Telling us

To end your tenancy, you must give us four weeks' notice. You will need to fill out a form which you can get by calling us on **0300 111 0000** or **0800 633 5500** or visiting one of our offices. Alternatively you can do this on-line by visiting:

www.parkwaygreen.co.uk/giving-notice
or

www.willow-park.co.uk/ending-tenancy

Step two: Paying your rent

You must keep paying your rent until your tenancy end date. If you are behind with your rent you can arrange to pay this off before you leave or agree a longer term payment plan to clear the debt.

If you owe us money when you leave a tenancy then this may mean that you are listed on the Rehousing Review List. This can make it difficult for you to be rehoused by PGHT/WPHT or any other Manchester partner association. You should also let Housing Benefit know that you are moving so that you can make a claim at your new address.

Step three: Removing your possessions

You must remove all of your furniture, personal possessions and any rubbish from your home before you leave. If we have to clear your belongings, any rubbish left or carry out any repairs because you have damaged the property, we will charge you for this work.

If you have things you don't want, contact The Tree of Life Centre on **0161 437 7623** who may collect your possessions so somebody else can use them. The property must be left in a reasonable, clean and tidy condition.



Step four: Contacting your utility suppliers

Make sure you take final meter readings when you leave and let the gas, electricity and water companies know that you have moved. If you can, turn the stop tap for water and gas supplies off.

Step five: Returning your keys

Our tenancies end on a Sunday, and you must hand in the keys by 12 noon on the following Monday. Our staff will confirm the date that you need to return the keys. If you hand in the keys after 12 noon, we will charge an extra week's rent for every week or part week until you return the keys.

When handing in your keys we will require a signature from the tenant to say they are terminating the property.

If you are unable to hand in your keys personally someone can hand them in on your behalf but you must give them a letter with the keys confirming who is handing them in on your behalf.

If the tenant has passed away a copy of the death certificate must be provided when returning the keys to the property.

Step six: Claiming your reward

*Moving can be hard work. So we offer a **£200** reward if you:*

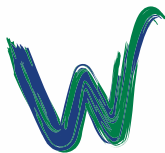
1. Give us the full four weeks' notice that you are leaving
2. Tell us where you are moving to
3. Let us in at the agreed appointment time to check the condition of your home and make minor repairs to bring your home up to scratch for the new tenant
4. Allow us to carry out accompanied viewings with potential new tenants so they can have a look around your home
5. Keep your rent up to date and have a clear or in credit rent account
6. Keep your home, gardens and any out buildings clean and tidy
7. Carry out any minor repairs that that are your responsibility
8. Return all sets of keys by the date agreed and time.

Further information

If you have any queries about this leaflet, or need a Braille, large print or audio version, please contact us:

Phone: **0300 111 0000** or **0800 633 5500**

Email: **customerenquiries@wchg.org.uk**



Wythenshawe
Community Housing Group

Wythenshawe Community Housing Group
Wythenshawe House
8 Poundswick Lane
Wythenshawe
Manchester M22 9TA

e: customerenquiries@wchg.org.uk

t: 0800 633 5500

t: 0300 111 0000

www.wchg.org.uk