



KNOWSLEY
HOUSING TRUST



Moving Home

You can have this leaflet in large print, Braille, audiotape, CD or other languages. Please contact 0151 290 7000 for more information.

Moving Home

If you are a Knowsley Housing Trust (KHT) tenant and you want to move to a different home, there are several options open to you:

- * Ask for a KHT transfer (with or without medical priority) – you will go on KHT’s waiting list for another KHT home.
- * Ask for a Mutual Exchange – you can swap homes with another KHT tenant or a tenant of another registered social landlord.
- * Rent from another landlord.
- * Buy a home.

You can get more information from any KHT office by picking up a ‘Supporting information for housing applicants’ leaflet or by asking a member of staff.

If you decide that you no longer want to be a KHT tenant, you will need to give us notice.

How do I give you notice that I want to end my tenancy?

To give up your tenancy with KHT you must give us four weeks’ written notice. There is a form that you should fill in to do this, available from your local KHT office. If you don’t give us the required notice, we may charge you four weeks’ rent, regardless of when you leave the property. You must give us notice at the start of the week.

If you give us notice on a Monday, the notice period will end in four weeks' time. If you give us notice on a Tuesday or after, the notice period will end four weeks from the following Monday.

When you give your notice, we will ask you to complete a quick survey.

What happens next?

An officer from KHT will inspect your property shortly before and after you leave. You must replace all broken fixtures and fittings before you leave or KHT will charge you for repairing or replacing them.

What are my responsibilities when leaving my home?

- * You must leave your home and garden in a secure, clean and tidy condition. You are responsible for removing rubbish. If you leave anything behind, we may treat it as abandoned and get rid of it, and we may charge you for this. If you have bulky rubbish that needs to be removed, contact Knowsley Metropolitan Borough Council's Environmental Helpline on **0151 443 2400** and they will arrange to pick it up, free or for a small charge.

*

Moving Home

- * You must leave the property with a clear rent account. If you don't clear any rent arrears, we will do everything possible to recover any money owing. The debt could affect any application you make to KHT to re-house you in the future.

When do I hand in my keys?

Your tenancy ends on the Sunday evening, so all your keys should be returned to your local office by 10am of the following working day. This will be a Monday, unless this is a bank holiday, when you should hand in the keys on the next working day. We will continue to charge rent until we receive the keys.

Please leave a forwarding address and, to help us improve our service, please tell us why you are leaving the property.

If you hand your keys in early or don't give us enough notice, we will continue to charge rent, which you will be responsible for. Once your four weeks' notice has ended, we must have access to the property, so all members of the household must have left by then.

What do I do before I leave?

- * Read your gas and electricity meters and tell the gas and electricity companies when you are moving out.
- * Give us the names of your gas and electricity suppliers and hand in your power keys or cards when you return your door keys.
- * Ensure that your gas pipes are left in a safe condition when you disconnect your gas cooker.
- * Arrange for your phone service to stop.
- * Arrange for your mail to be re-directed – you can do this at any post office.
- * Tell the water board, Knowsley Council's Council Tax section and any other relevant department, such as Housing Benefit, that you are moving.

What should I do on the day I leave?

Please make sure the property is secure. Lock all doors and windows, and ideally leave curtains or netting in place. Ensure the property and garden are left in a clean and tidy condition. Return your keys to your local KHT Housing Office in person.

Phone numbers to help you

Repairs: 0500 96 96 94

General enquiries: 0151 290 7000

You can have this leaflet in large print, Braille, audiotape, CD or other languages. Please contact 0151 290 7000 for more information.

Bunu geni? baskı, Körler alfabetesi, ses bandı, CD veya di?er dillerde de edinebilirsiniz. Daha fazla bilgi için lütfen 0151 290 7000 nolu telefonu arayınız.

നിങ്ങൾക്കിത് പ്രിന്റായോ ബ്രെയിൽ ലിപിയിലോ ആഡിയോ ടേപ്പായോ അല്ലെങ്കിൽ മറ്റേതെങ്കിലും ഭാഷകളിലോ ലഭ്യമാക്കാം. കൂടുതൽ വിവരങ്ങൾക്ക് 0151 290 7000 ന്നിൽ ദയവായി ബന്ധപ്പെടുക.

你可以要求这些资料以大形字体，盲文，录音带，光碟或其他语言来呈现。欲知详情，请拨01512907000.

The design and content of this leaflet have been approved by a panel of KHT customers.

