

Please contact your Neighbourhood and Community Liaison Officer if you have any further queries on moving out of your home:

Head Office: **0161 226 4211**  
 Openshaw Office: **0161 231 2755**  
 Carrbrook Co-op: **01457 831630**



Contact us if you would like a copy of this publication in large print, Braille, audio format or another language.

#### Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:  
 Mossicare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :  
 Mossicare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલિફોન કરો અથવા આ સરનામે લખો "The Mossicare Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

#### Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:  
 Mossicare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:  
 Mossicare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:  
 Mossicare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Mossicare Housing Head Office  
 101 Great Western Street  
 Moss Side  
 Manchester M14 4AA  
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 Fax: 0161 226 8752

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**Textphone for all offices: 0161 226 2222**

Registered Charitable Housing Association No. 18877R.  
 Registered with the Tenant Services Authority.



# A guide to moving out of your home



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## How much notice should I give?

If you wish to move out of your home you will need to give Mosscares at least 4 weeks' notice in writing. Alternatively, you can come into the office and complete a standard form with your Neighbourhood and Community Liaison Officer. The notice period will begin on the first Monday after the letter is received. If, in exceptional circumstances, you cannot give 4 weeks' notice (e.g. you are fleeing domestic violence) you will still need to make contact with Mosscares. Please do not avoid us – we are here to help you.

## What should I do in the meantime?

During the 4 week notice period you should also consider the following:

- Give us access to inspect/view the property
- Contact your gas/electric suppliers to arrange meter readings
- Contact the Council Tax Unit to tell them you are moving and they will send you out a form to complete



- You should consider having your mail re-directed. The reason for this is that once you have left the property and handed the keys in you will no longer have access to collect your mail and Mosscares will be unable to pass on any mail to you. You will need to give the Post Office at least 7 days' notice to use this service and there is a charge – contact your main Post Office for further details or call Royal Mail on: **0845 7740 740**
- Arrange to have your telephone disconnected at your current address and re-connected at your new address
- Removal companies are often booked up in advance. Remember to book as soon as you have a firm date for moving

## What about the keys?

### **IMPORTANT – Please read carefully**

Please return your keys by 4pm to Mosscares on the day you have told us you will move out. If you do not do this you will be charged extra rent. Alternatively, the locks may be changed and you will be charged for this. Please ensure that you obtain a receipt when you bring the keys into Mosscares' office. Tenants are required to leave the property, including the garden, in a clean and tidy condition – please do not leave any rubbish in the property.

- If there is a burglar alarm in the property please supply Mosscares with the alarm code when you return the keys
- If you have a furnished tenancy you must leave Mosscares' furniture in the property when you leave

Whilst Mosscares understands that people do move on we are sorry to lose good tenants who pay the rent and look after our properties. In order for us to monitor and improve the service we provide, we ask that you complete our short exit survey, available from any of our offices, and return to us in a freepost envelope.

## What if I am not the only tenant living in the property?

You should be aware that if you have a joint tenancy and you give notice to quit then this brings the tenancy to an end and, after the 4-week notice period, all occupants will be required to leave. If one of the joint tenants wants to stay in the property they will need to contact their Neighbourhood and Community Liaison Officer immediately to explain the circumstances. Mosscares will then have the discretion to grant the remaining occupant a sole tenancy. Please note that Mosscares will not grant a sole tenancy if there has been a breach of tenancy.

## Vacant Property Incentive Scheme

Mosscares has in place an incentive scheme, to encourage people who are leaving their property to return their home in a satisfactory condition. This will involve the payment of a £50 incentive to outgoing tenants where they:

- Leave their property clear of rubbish and furniture
- Leave no outstanding repairs for which they are responsible
- Have a clear rent account at termination
- Give 4 weeks' notice
- Hand the keys back to property on an agreed date

**Please note that this payment will only be made when all these conditions are met.**