

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

Working for you

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website.

These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

How to contact us:

Ripon Neighbourhood Housing Office ☎ 01765 605481

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

Bilton Neighbourhood Housing Office ☎ 01423 556828

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

Kennion Road Neighbourhood Housing Office ☎ 01423 556868

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

Housing Needs Centre, ☎ 01423 556809

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

Out of Hours Emergencies ☎ 08457 089190



HOUSING Service Standards

Service standards tell you
what you can expect
from the Council

Ending your tenancy

www.harrogate.gov.uk

What you should expect

when

Ending a tenancy

Ending your tenancy

Harrogate Borough Council aims to re-let properties as quickly as possible. To do this we need to be given notice that you wish to end your tenancy and we need to ensure that your house is in good condition and has been cleared of all your possessions. Please note that it is a legal requirement that you give 4 weeks notice in writing to end your tenancy.

When you tell us you intend to move

We will:

- Acknowledge your notice ending your tenancy within one working day.
- Ask you to complete a tenancy termination form confirming 4 weeks notice. (*Relatives are asked to give notice following the death of a tenant*).
- Visit within 5 working days of receiving your written notice to do an inspection of your home to:
 - ▶ Agree a time scale for you to do any repairs which are your responsibility or ask you to sign an agreement that the Council will charge you for doing these repairs.
 - ▶ Remind you about leaving your home empty, clean and tidy and your garden tidy and clear of rubbish.

- ▶ Explain the need for you to take meter readings and tell others about your change of address (including gas, electricity and water).
- ▶ Explain that you must return your keys to the Council by 12 noon on the Monday your tenancy ends, otherwise additional rent will be charged.
- ▶ Ask you to sign a disclaimer allowing us to dispose of any goods you leave behind. There may be a charge if we do this for you.

You have a responsibility to:

- Give us the appropriate notice period.
- Leave a forwarding address.
- Leave your home clean and tidy and clear all belongings, including floor coverings, cookers, fridges and freezers.
- Return your keys by 12 noon on the Monday your tenancy ends.
- Contact the gas, electric, telephone and water companies etc to let them know that you are moving.

