

How can I end my tenancy?

You can end your tenancy at any time by giving us four weeks' notice **in writing by post or email**. Your notice period will start from the first Monday after it is received by Stonewater and the last day of your tenancy will usually be the Sunday, four weeks from this date unless we agree otherwise.

How do I give notice on my tenancy?

To end your tenancy with us, you must tell us in writing. The quickest and easiest way to give notice to us is to email

endmytenancy@stonewater.org from an email address registered to your account. Your email should say that you'd like to move out and tell us the date you wish to leave by (as standard, your tenancy will end four Sundays after your notice is received by us). If you don't have access to email, you can write to us free of charge at:

Freepost STONEWATER LIMITED.

You can also send your notice by recorded delivery:

Suite C, Lancaster House, Grange Business Park, Enderby Road, Leicester, LE8 6EP.

Can I give more than four weeks' notice?

Yes. You can give more than four weeks' notice if you'd like to, and if your circumstances change you can extend or retract your notice in most cases if you want to stay in your home. There are limits to how much you can extend your notice by, so if you feel you may need longer then call or email us to discuss your individual circumstances before giving us your notice.

I don't have an email address registered to my account, can I still give notice by email?

Sorry, no. We can only accept notice from an email address registered to your account. We do this for your security so that notice can only be given by you. If you don't yet have an email address registered to your account, or your email address has changed, you can contact us to add one before you send your notice to us. You can also use MyHome to check your current contact details are up to date and make changes if you need to.

Can someone else email in my notice for me?

Yes, in some cases it is possible for you to write and sign a letter providing notice which can be scanned or photographed by someone you trust and emailed to us on your behalf. When this happens, we'll check that the signature matches the one on the Tenancy Agreement before processing the notice for you. If you're doing this, then the email address used to send it to Stonewater does not have to be registered to your account.



What do you do with my notice?

Once we've received your notice, we aim to process it within two working days. We'll send you a letter confirming the notice, the official end date for your tenancy and instructions on how you should prepare to hand back your home.

Please note your notice is not served until it has reached Stonewater, so if you haven't heard from us within a week of submitting your notice then call or email us and we'll check to make sure we have received it to avoid any delay in your tenancy ending. You can email endmytenancy@stonewater.org or call **01202 319119**.

Will Stonewater inspect my home before I move out?

We'll contact you by phone to arrange an exit interview and inspection of your home. This will usually be carried out virtually at a time which is convenient for you. During this time, we'll talk to you about:

- any outstanding repairs that Stonewater should be aware of
- any items which may need to be repaired or replaced by you before you move out to avoid being charged
- your rent account to make sure there's no outstanding balance
- any other questions you may have

During this inspection, we may also ask you to send us some internal and external photos of your home.

If, for any reason, you haven't had your exit interview booked within 14 days of your notice being processed, then please either email customers@stonewater.org or call us on **01202 319119**.

How do I find out my final rent account balance before I move out?

You can check your rent account balance at any time by visiting your MyHome account.

If you do not have access to MyHome then you can contact us and we'll let you know if there's anything left to pay, or if we need to refund you at the end of your tenancy. If you have any rent outstanding which you are unable to clear before the end of your tenancy, we can help you to set up a payment plan. You can contact the team by email on income.team@stonewater.org or call on **01202 319119**.

I'm in credit on my rent account, can I use this for my final month's rent?

Yes. Depending on how much you have on your account, you may be able to stop payments to us sooner than the end date of your tenancy. Contact us on income.team@stonewater.org or call on **01202 319119** to confirm your current balance, the rent due by the end of your tenancy and any refund you're owed.

Please note refunds are not usually processed until after your tenancy has ended.

When can I cancel my direct debit?

You should only cancel your direct debit when you have either:

- Spoken with your Income Officer to discuss your account, and confirmed if there's anything left to pay

OR

- Had your exit interview and inspection

How do I return my keys?

Stonewater will arrange for a contractor to fit a key safe at your home within two weeks of us receiving your notice. The key safe code will be given to you in your confirmation letter. When you're ready to leave your property, you can leave the keys in the key safe, even if this is earlier than your end date.

Please note; all key safes are fitted outside your home, and we don't need you to be there while it's fitted.

If your key safe isn't fitted or you need it to be fitted earlier, please either email endmytenancy@stonewater.org or call us on **01202 319119**. You can avoid any charges by making sure all keys (including any communal fobs or keys) are returned to us at the end of the tenancy.

I have moved out early – do I need to let you know?

Yes. If you are planning to leave sooner than your end date, please tell us by emailing endmytenancy@stonewater.org or by phone on **01202 319119**. If you leave early, in some circumstances you may be eligible for a refund.

If you leave the property before your key safe has been fitted, it is your responsibility to return at the end of the notice period to put the keys securely in the key safe.

Will anyone else need access to my home before I move out?

During the last four weeks of your tenancy we may ask contractors to carry out an Energy Performance Certificate, asbestos report or valuation at a time convenient to you.

Please help us to do this work by letting them in when they arrive or, if you can't make the appointment, rearranging it with us. If you miss an appointment and don't contact us or our contractors, you may be charged.

What if I no longer want to move, can I retract my notice?

Yes, in most cases. If your circumstances have changed and you are planning to stay in your home, then you can ask us to retract your notice. To do this, let us know in writing via email or letter.

If you need more time (for example your moving date gets delayed), we can offer an extension of your notice by up to two weeks. You can do this by letting us know by writing to us in good time ahead of your original end date. If you don't let us know, this could mean that your tenancy is ended before you're ready to move out, contractors visiting your home and locks being changed.

If you submit a request for an extension and we haven't confirmed this with you three days prior to your current end date, then please call us on **01202 319119**.



What steps do I need to take before handing in my keys?

1. Make sure your home, including any gardens, sheds or external spaces, is clean and clear and you've removed any fixtures and fittings you've installed.
2. Take meter readings for all of your utilities (gas, electric, water), contact your suppliers to advise them you are moving as well as the end date of your tenancy, and give them your new address.
3. Leave one set of front door keys and the communal key/fob (if applicable) in the key safe. All other keys can be left behind inside the property where we'll be able to easily find them. If you do not have a full set of keys, let us know before you leave so that you're not charged for any that are missing.

If you're unable to leave the keys in the key safe provided for any reason, please let us know by emailing empty.homes@stonewater.org or calling **01202 319119**. You should then arrange to have them posted to:

Suite C, Lancaster House, Grange Business Park, Enderby Road, Leicester, LE8 6EP

with a note with your name, address of the property you're leaving, contact number and a description of any other keys you have left behind.

Can I get back in after my tenancy has ended?

Sorry, no. Once your tenancy has ended Stonewater will prepare the property for the people moving in. It's important that you take all your belongings by the tenancy end date (Sunday) as we'll arrange for anything left behind to be removed and you may be charged for the cost of removal.

Can I end a tenancy for someone else?

In some cases, we might be able to accept notice on behalf of another person.

- If you have power of attorney you'll need to show us confirmation of your authority to act on behalf of the tenant when notice is provided to us.
- If you're letting us know that the sole tenant of the property has passed away, we're able to accept notice from the next of kin, along with a copy of the death certificate.

If you need to end a tenancy on behalf of another person and you would like our help please get in touch: endmytenancy@stonewater.org or call **01202 319119**.



If a tenant dies does the tenancy automatically end?

If it's a joint tenancy then the tenancy will pass to the other tenant. If it's a sole tenancy, Stonewater will require notice from a next of kin or we will serve a **Notice to Quit** on the property to bring the tenancy to an end.

Where there are cases of potential succession then Stonewater will provide help and advice to the family member to complete the succession process or find suitable alternative accommodation.

Succession is when a tenant dies and their tenancy passes to another qualifying person. Succession rights are clearly laid down in legislation and vary depending on the relationship of the applicant to the deceased tenant and the type of tenancy that was held. There can be only one statutory succession. Our tenancy agreements detail the contractual and statutory succession rights which apply.

If you've been living in the property for the last 12 months with the tenant and would like to make an application to succeed the tenancy, contact us to discuss the death of the tenant and your individual case before taking any further action.

Full details of rights to succession can be found in our Tenancy Changes Policy: stonewater.org/about-us/policies/.

I'm the next of kin for a tenant, do I have to pay the rent?

No. When a sole tenant passes away, responsibility for the rent does not pass over to the next of kin. The tenant's estate remains liable for the rent until the end of the tenancy. If the tenant has been in receipt of Housing Benefit, any payments from them will stop from the date of their death and the tenant's estate (usually the person taking care of organising the tenant's finances and bills after they die) become liable for the remaining period.

It's really important that the tenancy is ended as soon as possible after the tenant passes away as this will reduce the amount of rent owed. If you have access to the property, we ask that you help to remove any belongings before the end of the tenancy. If you're not able to do this, or need some help please let us know and we can arrange clearance. If there is no money in the tenant's estate to clear any rent arrears, you will not be required to pay for them.

