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**Housing Services  
Tenancy Services**

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## Moving Out of Your Home

This leaflet will help you during the period before you move out of your home. Both you and Oxford City Council have a duty to ensure that homes are left in a decent condition. This reduces the cost of repairs, and shortens the time taken to let properties to those in need of housing.

You can download a copy of this leaflet from  
[www.oxford.gov.uk](http://www.oxford.gov.uk)

### Translations available

অনুবাদের ব্যবস্থা আছে  
提供有翻譯本  
तरजमे उपलब्ध हैं  
उवर्णमे मिल सकते वन  
ترجمہ دستیاب ہے

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## Tenancy Services Leaflets Available

- Garages
- Guide to Exchanging Your Tenancy
- How to Pay Your Rent
- Keeping Pets in Your Home
- Making Your Own Improvements to Your Home
- Moving into Your Home
- Moving from Your Home in the Event of Emergencies and Major Repairs
- Moving Out of Your Home
- Neighbour Nuisance
- Opening Times of Local Service Shops and Housing Offices
- Tenancy and Estate Management Services
- Succession to Tenancies
- Transfers
- Living in a Tower Block

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# Moving Out of Your Home



**For Oxford City Council Tenants**

## A Checklist of Things to Do to Ensure Your Move Goes Smoothly



Your Tenancy Agreement specifies that you must give us 28 days notice of your intention to move out, in writing. However, should you move out and return your keys to us before the notice period expires, we will not usually charge you rent for the remainder of the notice period. Exceptions to this could include: where you have left someone else in the property; where you have not allowed the Council access to inspect your property before you move; where repairs that are your responsibility have not been done or you have left items in the property that the Council has to remove.

Once we have received 28 days written confirmation of your intention to move, (Notice to Quit), we will contact you, advising you that we will visit your home before you move out. In the case of joint tenants, both of you must sign the Notice to Quit.

## Our Visit to Your Home Before Moving Out



During our visit to your home we will notify you of any work you need to carry out before moving out of your home. The visit also gives you the opportunity to discuss any queries you may have. Any issues will be put in writing to you.

We will check that the following list of works will be done by you before moving out.

- Gardens will be left tidy and cleared of all rubbish.
- Rubbish and personal property will be removed from garages/sheds/ outbuildings.
- Lofts and all cupboards must be clear of rubbish and personal items.

- The property will be left in good condition. You will have to pay for repair or replacement for any damage that has been caused deliberately or by your own neglect.
- Unauthorised alterations to the property must be reinstated to their original condition. Compensation may be available for improvements you have made to the property (for example, if you have fitted a new central heating system), if you have done so with our written permission and have the original receipts.

We will also notify you of any outstanding rent on your account and make an arrangement with you to ensure this is paid prior to your moving out.

## What Do You Need to Arrange Before Moving Out?



- It is your responsibility to contact the utility suppliers, such as the gas, electricity, water and telephone and inform them you are moving. You will be asked to provide final meter readings so that final accounts can be sent to you.
- Arrange to have satellite dishes and specialist aerials removed.
- Contact the Housing Benefit and Council Tax Section to advise them that you are moving and complete the necessary forms.
- We recommend that you arrange to re-direct your mail. You need to fill in a form at the Post Office at least 7 days before you move.
- Cancel any contents insurance policies.
- Cancel milk deliveries.
- Cancel newspaper deliveries.
- Notify the Council's Electoral Registration Section.
- Contact your Local Housing Office immediately if your moving date is delayed for any reason.

## What You Need to Do on the Day You Move Out



- Ensure that you have not left any belongings in the property or we will dispose of them and charge you for this.
- Ensure that you have not left anyone else living in your home when you move out. We require vacant possession.
- Return all keys including those for meter cupboards, bin stores, sheds, and window locks to your Local Housing Office. You will be asked to sign a declaration confirming that you handed in all the keys to your home.
- Check that your rent account is clear unless you have made an arrangement with us to pay off your arrears.
- Provide us with a forwarding address.

If you wish to discuss any aspect of this leaflet, please contact your Local Housing Office by telephone or visit by appointment, or ask your Estate Manager to visit you at home.

**Remember:** If your house is not left in good condition, the Council will charge you for the repairs that are necessary to make good the damage you have caused and for clearing any rubbish you have left behind.

## Useful Contact Numbers



**Contact us on 01865 249811**

Southern Electric **08457 444555**  
British Gas **08457 888400**  
Thames Water **0845 9200800**