

Taunton Deane Borough Council

Tenant Services Management Board – 19th June 2012

Tenancy Termination Leaflet – Information Report

Report of the Housing Manager - Lettings – Paul Hadley

(This matter is the responsibility of Executive Councillor Jean Adkins)

1.0 Executive Summary

This report provides the members of the Tenant Services Management Board with details of a Tenancy Termination Leaflet for tenants who are intending to end their council owned housing tenancy.

This is an information report only.

2.0 Background

Housing staff have been focusing on improving performance of void management of the councils housing stock, part of this focus was the implementation of a pilot project to improve performance of void turn round times. During the project a Lettings Team was established. The team has been working to improve void management alongside the Property Services Team and contractors. The Lettings Team was formally established in April 2012. Whilst a significant reduction in void turn round time has been achieved, the team continues to review and update the legacy processes that were already in place. One discreet area of work is the improvement of information we provide to our tenants who wish to terminate their tenancy.

The termination of the tenancy effectively ends the contract between the tenant and the council. It is vitally important for both the outgoing tenant and also the council that when tenancies are terminated the process is completed effectively to avoid rental loss to the council and also the possibility of re-charges to the outgoing tenant.

3.0 Tenancy Termination Leaflet

A copy of the services Tenancy Termination Leaflet is attached at Appendix 1.

4.0 Finance Comments

There are no financial implications to the introduction of the leaflet. Its production will be funded through existing budgets.

5.0 Legal Comments

There are no legal issues arising from this report.

6.0 Links to Corporate Aims

There are no direct links to corporate aims arising from this report .

7.0 Environmental and Community Safety Implications

There are no environmental or community safety implications.

8.0 Equalities Impact

A Equalities Impact Assessment has been completed and is attached at Appendix 2.

9.0 Partnership Implications

There are no specific implications for partners in relation to this report.

10.0 Recommendations

It is recommended that the Tenant Services Management Board:

- Note this information report.

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The Deane House, Belvedere Road,
Taunton, Somerset TA1 1HE
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Tenancy Termination Information

Thank you for informing us that you wish to end your tenancy. Listed below are actions you need to take to end your tenancy:

Complete the attached Tenancy Termination Form. You must give us at least 4 weeks' notice in writing. This notice must end on a Monday.

Please note:

In certain circumstances we may accept 2 weeks notice, for example, moving to residential home, into a housing association property or the death of tenant.

You must also:

- Give us your new address in case we need to contact you. We will keep this information strictly confidential.
- Make sure your rent is up-to-date before you leave.
- You must allow the next prospective tenant, with written permission from the Council, to enter and view the premises at convenient times during the 28 day period preceding termination of the tenancy. You must also allow the council's officers access to examine the dwelling during this period.
- Arrange to have the meters read. If you do not, you may pay for gas, water or electricity used by the new tenants. Also tell your utilities supplier of your new address.
- Ensure electric keys and gas cards are left at the property.
- Arrange to have your telephone disconnected.
- Remove all your belongings and any rubbish from your home (including any belongings and rubbish in stores, sheds and the loft). Please let us know if you want to leave any carpets, curtains or blinds that are in good condition. We will charge you if we have to remove anything.

You could be recharged between £50 per room to in excess of £200 per skip if the council has to remove any belongings and rubbish from the property.

Please note:

The above costs were correct in May 2012 and may increase.

- Remove any greenhouses, sheds, outbuildings and ponds that you have put in the garden.

- Ensure the garden is clean and tidy.
- Remove any decorative light fittings and replace with a standard white pendant fitting.
- You must leave the property in a clean condition. This includes the kitchen and bathroom units and sanitary ware, as well as the floors and walls in the property. Please ensure all areas are free from all items and rubbish, dust, dirt and grease free throughout. This includes wiping down all woodwork, washing windows internally, washing the kitchen and bathroom fixtures. We will recharge you if we have to clean the property.
- We will inspect your property before you leave and again when you have moved all your furniture and possessions. You can be present at both of these inspections if you wish. We will tell you if any broken fixtures or fittings must be repaired or replaced. If you do not leave the property in good condition we will charge you the cost of putting it right.

For example:

All doors must be in place and any damaged doors need to be replaced. Typically you could be recharged £100 to supply and fit a new internal door and up to £430 for an external front and back door.

Please note

The above costs were correct in May 2012 and may increase.

- Close and lock doors and windows. Leave the window keys at the property.
- Return all the keys for the property by 10 am on the Monday of the end date that we have agreed. Keys can be handed in earlier if it is more convenient. If you do not return the keys, we will change the locks and recharge you for the work. We may also charge you for a further weeks rent.

For example:

The amount we will recharge you for replacing the locks will vary dependant on the type of door at your property but will range between £70 to £130..

Please note

The above costs were correct in May 2012 and may increase.

- Tell the Council Tax and Housings Benefits sections.

We also ask that you do the following:

- Arrange with the Post Office to have your mail redirected. We will not forward your mail.

For more information please contact the Lettings Team on 01823 356334.

Equality Impact Assessment – pro-forma

Responsible person	<i>Paul Hadley</i>	Job Title Housing Manager - Lettings
Why are you completing the Equality Impact Assessment? (Please mark as appropriate)	Updated information for tenants	Tenancy Termination Leaflet
	Change to Policy/service	
	Budget/Financial decision – MTFP	
	Part of timetable	
What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)	Housing Services	
Section One – Scope of the assessment		
What are the main purposes/aims of the policy/decision/service?	<i>The aim is to</i> <i>1. Produce a Tenancy Termination Leaflet</i>	
Which protected groups are targeted by the policy/decision/service?	<i>Taunton Deane Borough Council's HRA housing stock comprises of approximately 6,000 rented homes, with a further 372 leasehold properties. In addition, the Council also manages two private leasehold schemes for the elderly. Housing services are designed to ensure they meet the needs of a wide ranging customer base. As such the Tenancy Termination Leaflet is targeted at all the protected groups including: Age; Disability; Gender Reassignment; Pregnancy and Maternity; Race; Religion or belief; Sex and Sexual Orientation; Marriage and civil partnerships.</i>	
What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used	Data collected from all previous tenancy terminations. 1. Tenancy Termination Forms 2. Pre void Inspections 3. Feedback form departing tenants	

	<p>Engagement has been undertaken with the following</p> <ol style="list-style-type: none"> 1. Tenants 2. TDBC Rent and Recovery Team 3. TDBC Lettings Team 4. TDBC Property Services Team 	
<p>Section two – Conclusion drawn about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality</p>		
<p>I have concluded that there is/should be:</p>		
<p>No major change - no adverse equality impact identified</p>	<p>No major change in the service provision.</p>	
<p>Adjust the policy/decision/service</p>		
<p>Continue with the policy/decision/service</p>		
<p>Stop and remove the policy/decision/service</p>		
<p>Reasons and documentation to support conclusions</p>		
<p>Section four – Implementation – timescale for implementation</p>		
<ol style="list-style-type: none"> 1. January 2012 – Initial meeting to discuss development of Termination Leaflet 2. February 2012 – Review of tenant feedback from terminations 3. March 2012 Consultation with internal partners 4. June 2012 – Implement use of Tenancy Termination Leaflet 		
<p>Section Five – Sign off</p>		
<p>Responsible officer Paul Hadley Date</p>	<p>Housing Manager - Lettings Date</p>	
<p>Section six – Publication and monitoring</p>		

Published on <i>June 2012</i>	
Next review date <i>June 2014</i>	

Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

Actions table						
Service area				Date		
Identified issue drawn from your conclusions	Actions needed	Who is responsible?	By when?	How will this be monitored?	Expected outcomes from carrying out actions	

