



Leaving your home



**What you need to do
when you move out
of your council home**

Updated September 2018

What to do when moving out of your council home

We hope you enjoyed living in your current home. As your landlord, we need to remind you about a few things now that you're moving out.

This booklet is for you (you do not need to send it back to us) and it contains:

- 1. Moving out checklist:** what we need you to do to make sure the house is left in an acceptable condition (Page 3)
- 2. Changing address checklist:** a helpful list of who you may need contact with your new details (Page 8)
- 3. Making the move easier checklist:** things you can do to make the move easier (Page 10)

Good luck with the move to your new home.

If you have a question or need help, please call your housing officer on 01442 228000 or email housing@dacorum.gov.uk



1. Moving out checklist

Before you move out, please remove all personal items from inside and outside the property, including from any loft space, shed, garage and gardens.

You must return all keys to the property to us, including back doors, sheds, security, window and garage keys. Make sure you get a receipt to show that you've done this before 12 noon on the Monday after your tenancy ends. If you don't, you will be charged an extra week's rent.

If you have made any alterations to the property during your tenancy and have not asked us permission, you will need to ask for retrospective permission before your tenancy ends. Please contact your **housing officer (tenancy)** on **01442 228000** to discuss how you do this.

If you do not meet the standards set out below when you move out of your house, we will ask you to pay the costs of carrying out the necessary work. We may also stop you transferring to another council or housing association home.



Hall, stairs and landing

Have you checked this?

Gripper rods can be left if they are in good condition. Broken rods should be removed.

Bannister rails should be in place and undamaged.

Ceilings and walls

Have you checked this?

Make sure walls are decorated to a satisfactory standard (no torn wallpaper or graffiti).

Make sure the walls are undamaged.

Polystyrene (poly) tiles can be left and we will remove them. (No charge.)

Floors

Have you checked this?

Remove carpets and laminate flooring unless they were supplied by us.

Gripper rods can be left if they are in good condition. Broken rods should be removed.

Doors and windows

	Have you checked this?	
Remove curtains and rails. Net curtains can be left.	<input type="checkbox"/>	
Make sure all doors are in place and the handles are attached, including on kitchen units.	<input type="checkbox"/>	
Make sure any internal glass doors or damaged doors are replaced with full wooden doors.	<input type="checkbox"/>	
Make sure any broken windows are repaired.	<input type="checkbox"/>	
Cat flaps should meet our pet policy.	<input type="checkbox"/>	

Gas and electrical*

	Have you checked this?	
Remove light and plug fittings which are not standard and replace with standard ones. (Speak to your housing officer if you are not sure what this means.)	<input type="checkbox"/>	
Remove all white goods (such as fridge or washing machine).	<input type="checkbox"/>	
Showers can be left if in working order.		
Remove the cooker (integrated cooker and hobs can be left).	<input type="checkbox"/>	

*Gas and electrical alterations should be carried out by a professional tradesperson.

Cleaning

	Have you checked this?	
All floors should be swept and vacuumed.	<input type="checkbox"/>	
All tiled floors should be swept and mopped.	<input type="checkbox"/>	
All built-in storage cupboards should be empty, swept and mopped.	<input type="checkbox"/>	
All fixtures, fittings, window sills and ledges, radiators, pipes, door frames, door handles, picture rails, skirting boards and fire surrounds should be cleaned.	<input type="checkbox"/>	
The inside and outside of kitchen cupboards and drawers should be cleaned.	<input type="checkbox"/>	
The cooker space should be cleaned.	<input type="checkbox"/>	
Remove any blu tac, sticky tape, posters, drawing pins, chewing gum and labels.	<input type="checkbox"/>	
Kitchen sinks, taps, worktops, wall tiles, grouting and sealant should be cleaned.	<input type="checkbox"/>	
The bath/shower, washbasin, taps and toilet including pipes should be cleaned.	<input type="checkbox"/>	
Whole property should be cleaned.	<input type="checkbox"/>	

Gardens and external areas

	Have you checked this?	Recharge costs
Clear out any sheds.	<input type="checkbox"/>	£210
Take down and remove your greenhouse.	<input type="checkbox"/>	£210
Fill in any ponds.	<input type="checkbox"/>	To be quoted
Cut the grass and cut hedges and shrubs back.	<input type="checkbox"/>	To be quoted
Clear your garden and remove any rubbish and personal items.	<input type="checkbox"/>	Minimum £210

IMPORTANT: For all other recharge costs, please check the Recharges price list in our Tenants' Handbook, see www.dacorum.gov.uk/docs/recharges

Utilities

Last but not least, make sure you have taken a reading of your gas, electric and water (if you have one) meters and given them to your utility company. We may ask you for these.



2. Changing address checklist

This helps you tick off some of the organisations you need to contact about your change of address.

Financial

	Reference or account number	Telephone	Tick
Bank or building society			<input type="checkbox"/>
Home insurance			<input type="checkbox"/>
Inland Revenue			<input type="checkbox"/>
Credit cards			<input type="checkbox"/>
Rental/hire purchase			<input type="checkbox"/>
Pension companies			<input type="checkbox"/>
Savings/bonds			<input type="checkbox"/>
Life insurance policies			<input type="checkbox"/>
Employer (Payroll)			<input type="checkbox"/>
Catalogue companies			<input type="checkbox"/>
National Insurance			<input type="checkbox"/>

Health

	Reference or account number	Telephone	Tick
Doctor			<input type="checkbox"/>
Dentist			<input type="checkbox"/>
Optician			<input type="checkbox"/>
Healthcare Plan			<input type="checkbox"/>
National Blood Service			<input type="checkbox"/>

Car

	Reference or account number	Telephone	Tick
Vehicle registration (DVLA)		0870 240 0010	<input type="checkbox"/>
Vehicle insurance			<input type="checkbox"/>
Driving licence (DVLA)		0870 240 0009	<input type="checkbox"/>
Breakdown service			<input type="checkbox"/>

Services

	Reference or account number	Telephone	Tick
Electoral Register (Don't forget to register to vote at your new address. Visit www.aboutmyvote.co.uk to get started)		01442 228000	<input type="checkbox"/>
Council Tax		01442 228000	<input type="checkbox"/>
Gas			<input type="checkbox"/>
Telephone landline			<input type="checkbox"/>
Electricity			<input type="checkbox"/>
Mobile phone supplier			<input type="checkbox"/>
Cable, satellite or internet services			<input type="checkbox"/>
High street store or supermarket loyalty cards			<input type="checkbox"/>
TV licence			<input type="checkbox"/>
Post Office - redirection service			<input type="checkbox"/>

Others

	Reference or account number	Telephone	Tick
Subscriptions			<input type="checkbox"/>
School/college/nursery			<input type="checkbox"/>
Library			<input type="checkbox"/>
Milk delivery			<input type="checkbox"/>
Sports clubs			<input type="checkbox"/>
Newspapers			<input type="checkbox"/>
Unions			<input type="checkbox"/>

3. Making the move easier checklist

Make moving day easier by packing a separate box of essential things you may need.

	Tick
Kettle	<input type="checkbox"/>
Milk	<input type="checkbox"/>
Tea or coffee	<input type="checkbox"/>
Cups	<input type="checkbox"/>
Snacks	<input type="checkbox"/>
Bedding/towels	<input type="checkbox"/>
Toiletries	<input type="checkbox"/>
Toilet rolls	<input type="checkbox"/>
Light bulbs	<input type="checkbox"/>
Small tool kit	<input type="checkbox"/>
Torch	<input type="checkbox"/>
Pen and paper	<input type="checkbox"/>
Scissors	<input type="checkbox"/>
A few pieces of basic cutlery, crockery and a can opener	<input type="checkbox"/>
Keys (to car and new home)	<input type="checkbox"/>
First aid kit	<input type="checkbox"/>
Pet food	<input type="checkbox"/>

If you think you won't be able to meet these standards when leaving your home, please contact your tenancy officer as soon as possible. Call 01442 228000 and ask for 'Housing'

You may face a large recharge if your home needs cleaning, clearance or other work after you have moved out



Information in other languages and alternative formats

If you would like this handbook in another format, such as in large print or on CD, or in another language, phone 01442 228000.

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