

MOVING ON

VACATING YOUR HOME



MOVING ON

How to end your tenancy

Under the terms of your tenancy agreement you are required to give four weeks notice in advance of ending your tenancy with us.

Please contact us as soon as you decide you want to leave.

To end your tenancy, you can either contact us by phone or by letter.



To end your tenancy by phone, please call us on 0121 766 1100.



To end your tenancy by letter, please write to us at:

Family Housing Association
(Birmingham) Ltd,
Bordesley House, 44/46
Coventry Road,
Birmingham B10 0RX



You can also write and send your letter by e-mail to post@family-housing.co.uk



If you write a letter to end your tenancy, please ensure that you include:

- Your full name and address.
- The date you are writing to us.
- The date when you will leave your property, this should be a Sunday (the end of rent period).
- A forwarding address and contact number.
- Your signature. If you have a joint tenancy, then both tenants will need to sign the letter.

On the day that you vacate your property

You must ensure that you return the keys to Family Housing no later than 12:00 midday on the Monday after your notice ends.

Please note that we will not close your rent account until we have received the keys and the completed termination form or your letter ending the tenancy.

When you leave your property please ensure that:

- The property is left in a clean and tidy condition. Any rubbish or belongings that are left behind will be disposed of and the costs will be recharged to you.
- Any of the original fixtures and fittings that you have replaced have been put back to how they were.
- Your rent is paid up to date.

Please remember to tell the council, gas, electricity, telephone and water companies that you have vacated the property and arrange for your post to be re-directed.

- Gas
- Electricity
- Telephone
- Water



£75 Goodbye Bonus

If you meet all of the above and you are a member of our Family 1st Class scheme, you will be entitled to receive a £75 Goodbye Bonus. Please ask us for further details.

Moving on.

This document is available in other languages upon request.

Bengali

এগিয়ে চলা

এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

Kurdish

بهره‌پیش چوون

ئەم بەلگەیه بە پێی داواکاری بە زمانی کوردی ش دەس دەکەویت

Punjabi

ਚਲਦੇ ਰਹਿਣਾ

ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Ka sii soco

Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

Urdu

دوسری جگہ منتقلی

درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

How to contact us

You can contact us at our office, over the telephone, by e-mail or on our website.

Telephone:

0121 766 1100

8am-8pm Monday to Friday

8am-1pm Saturday

Emergency out of office hours:

0121 766 1100 (transfer to our out of hours service)

E-mail:

post@family-housing.co.uk

Post:

Family Housing Association

(Birmingham) Ltd

Bordesley House

44/46 Coventry Road

Birmingham B10 0RX

Website:

www.family-housing.co.uk

