awén

Ending an Awen Occupation Contract

Our mission statement

We're here to create better living standards for all.





Introduction

This leaflet clearly sets out the standards that are expected of you when you leave your home.

Please make a pre-void appointment as soon as possible by calling **0345 677 2277** or **01495 761100.**

Your responsibilities

Contents

5 What we expect when you end your occupation contract

5 Pre-void visit

8 Decoration

9 Damage

9 Alterations

11 Housing benefit

11 Fuel

12 Fixtures

13 Deceased tenants

14 Tenants moving into nursing/care

14 Transfers

14 Mutual exchanges

15 Common rechargeable repairs

16 Returning your keys

17 How to contact us

18 Useful contacts

What we expect when you end your occupation contract

Pre-void visit

You will be offered a 'pre-void visit' when you give notice. You are strongly advised to agree an appointment for this visit before the contract ends. We will inspect the property, take notes and photograph the property during the visit to use for the next allocation of the property. The allocation process to identify the next tenant, will begin during your notice period.

General

- Properties should be left clean throughout and completely empty.
- Special care should be taken to remove grease or nicotine staining.
- All carpets*/flooring and curtains/blinds should be removed from the property and disposed of, (unless we advise you at your pre-void visit that you can leave any of these items at the property), and all floors should be swept clean. Please note we will not give permission to leave laminate flooring, regardless of condition.
- If your carpets were gifted to you by us when you moved in, you should leave these in the property, unless we advise you at your pre-void visit that you must remove them due to poor condition.
- All furniture and rubbish should be removed from the property, the loft, the garden, sheds, outbuildings and communal areas. If not cleared, we will clear and charge for the disposal.
- You are responsible for keeping your garden tidy, clearing rubbish and for maintaining grass, hedges and trees within the boundary of your home. Please consider the upkeep that will be required before you plant hedges and trees. If you succeed or exchanged into your contract you are responsible for the management of the trees and can be re-charged for the cost of doing so if we are required to make good your garden, during or after your contract ends.
- Meter keys should be left in the property.

Rent will continue to be charged to the Awen account until the property keys are returned to us

Ending an Awen Occupation Contract

- There should be no debt left on your meter readings, and you should ensure that you take meter readings before you leave the property.
- Any outstanding repairs should be reported to us.
- You should make arrangements with Royal Mail to have your post redirected.
- You must give four weeks written notice to end your contract with us.
- Your contract will end four weeks after we receive your written notice.
- If you are a relative managing the end of a contract on behalf of a family member who has passed away (please see page 13).
- The quickest way to give notice to us is electronically. Please contact our Business Support Team on **01495 761151** and we will send you a digital form to complete via our electronic signature platform Docusign.
- All personal belongings and rubbish must be removed from the property. If you choose to leave items at the property (including furniture and white goods) we cannot guarantee that they will not be damaged during our works period or that they will be passed on to the incoming contract holder.
- If you leave any belongings that should have been removed, we will charge you for the removal and disposal.

Decoration

We expect the decoration in your home to be of a standard that allows the property to be re-let as soon as possible. **As such the following standards are expected:**

- When decorating your property please complete the painting of walls and ceiling. Make sure you have no unfinished paint work.
- If you do decorate before you move out, please only use white/magnolia emulsion on the walls, white emulsion on the ceilings and white gloss on any woodwork.
- You will be advised of the work that is required before vacating at the pre-inspection meeting with the Maintenance Officer.
- Rooms used by smokers may well suffer from nicotine staining. If this is the case, walls and ceilings should be stain blocked and repainted. Wallpapered surfaces should be stripped and re-papered or painted.
- Where grease or other staining is evident and cannot be satisfactorily cleaned, you should apply a degreasing agent solution and then stain block before redecorating.
- Any torn or peeling wallpaper should be replaced and damaged painted walls filled and repainted. If damage to wallpaper cannot be satisfactorily repaired, the paper should be stripped and the area re-papered or painted.
- Care should be taken when pictures are hung, or any wall mounted objects are fitted. On removal, all fixing holes should be filled and made good. Also, fading to decoration can occur which could be unacceptable when the items are moved. Particular attention should be paid to areas where furniture may have marked or damaged walls.

Damage

- Any damage to an Awen property that has been caused by you, your family or visitors is your responsibility to make good.
- We accept responsibility to repair fixtures and fittings that have deteriorated through fair wear and tear.
- If you transferred into a property via exchange, you have accepted responsibility for any damage that may have been caused by the previous contract holder.
- We will inspect your home to check for, and remedy, any internal or external structural damage, including the structure of the home, garden walls, and outhouses. We will also check for damage to fixtures and fittings for which you may be liable.

We will charge you if you leave your property in an unacceptable condition.

Alterations

If you propose to make any alterations to the structure or fittings of your home, you must request and receive written permission from us before proceeding. This includes external works to your garden and any outbuildings.

- Please keep the written authorisation in a safe place. We may ask you to produce it at any time.
- These include arranging the work to be undertaken by a qualified trades person, providing documentation to this effect and agreeing a date for inspection after the work has been completed.
- If, upon inspection, any alterations are of an unacceptable or unsafe standard, you may be required to remove and or make good these at your own expense. Should you fail to do this, we will carry out the work and charge the cost to you.

Alterations (continued)

- If you have transferred into a property via exchange, you will have accepted responsibility for alterations carried out by the previous contract holder, including the requirement to reinstate or make good any and all alterations.
- If you planted trees, hedges or shrubbery in your garden, you are responsible for managing and maintaining them for the duration of your contract, including making sure they are safe, do not have invasive root systems, and comply with height restrictions stated in planning regulations and your contract. This is the case when you end your contract.
- If you have previously been given permission to make alterations to your home and/or garden, on condition of reinstatement when you end your contract, then it is your responsibility to reinstate the property to its original condition, using suitably qualified and registered trades persons, before handing back the keys, to avoid being recharged for the cost of reinstatement.
- If you have made changes to your home or garden without permission then you will be liable for making good the works, and the cost of any technical services required to make good and reinstating the property and its garden. You must reinstate the property back to its original condition using suitably qualified and registered trades persons to avoid being recharged by us for the full cost of reinstatement.

Housing benefit

- You are generally not entitled to housing benefit on more than one property. Please call Monmouthshire County Council's Housing Benefit department on **01633 644 644** for more details.

Fuel

- Remove any stored heating fuel (e.g. oil) at the property; if you choose to leave it, we will accept it as an 'uncollected item' and automatically passed to the incoming tenant for their use (effectively disposed of by Awen). We will not negotiate selling fuel left at the property with an incoming contract holder.
- When we receive your notice to end your contract, or when we are informed by Monmouthshire Homesearch that you are under offer and intend to transfer to another social home, we will instruct the gas and electricity supplier to switch utility supply for the provisional end of contract date given in your notice or the provisional scheduled date for your transfer. Please note that if you choose to extend your contract notice beyond this date (or if your notice is withdrawn) it may not be possible to suspend the utility switch, because it has progressed beyond a certain stage. If this happens you may be notified directly by our supplier that your energy supplier will switch to them for part of the notice period.

Fixtures

- All fixtures and fittings in the property should be left clean, unmarked and in good working order. This includes windows and window surrounds, doors, work surfaces, sanitary ware, kitchen units, sink tops, floors and cupboards.
- Electrical fixtures and fittings should be clean and undamaged. Care should be taken when cleaning electrical fittings.
- Any alarm equipment in one of our sheltered schemes (e.g. lifeline alarm pendant or other assistive technology) should be left in the property as it will be collected by us at the void inspection visit after you move out. Please be advised there will be a charge if the equipment is removed from the property.
- If you are unsure if your alarm equipment needs to remain in the property, please discuss this with a Maintenance Officer at the pre-void inspection meeting. This meeting should be booked as soon as possible by calling the Business Support team on **01495 761151.**

Deceased tenants

- We can only talk to the authorised personal representatives of the deceased e.g. the executor of the estate, someone who has or intends to apply for probate or the occupier of the property aged over 18.
- Housing Benefit, Universal Credit Housing Costs, or other benefits will usually end the following Sunday after a death. If you have any queries regarding benefits, please contact the Benefits Team at Monmouthshire County Council (MCC) on **01633 644644** or DWP for Universal Credit payments.
- Please be advised, we are not part of Monmouthshire County Council, and we need to be notified separately of the death, we are not informed by the "Tell us Once" service used by MCC.
- If keys are not returned on the date the contract ends, the estate will be liable for any rental charges accrued until keys are returned.
- To end the contract, we will need notice and a copy of the death certificate (the death certificate is a legal requirement). Please call us if accessing this is a problem.
- We will arrange a pre-void inspection meeting where we can give you help and advice about ending the contract.
- The occupation contract will end automatically one month after the date of death or earlier if notice is given by an authorised personal representative.
- It is important you keep us informed of what is happening at the property so that we can work with you during this difficult time.

Rent will continue to be charged to the Awen account until the property keys are returned to us

Tenants moving into nursing or residential care

- The tenants are required to give four weeks' notice. It is preferrable for the tenant to sign the notice. If the tenant is unable to sign, then a power of attorney is needed to sign to end the contract on behalf of the tenant.
- If you do not have power of attorney, please contact our Customer Services Team on **0345 677 2277** so that we can advise you further.

Transfer exchange (mutual exchange)

Please speak to your Neighbourhood Officer about your request and they will deal with your application.

You can contact the Neighbourhoods Team regarding your exchange by emailing **consent@awenhomes.co.uk**

Homesearch transfers

- If transferring to another community landlord, you are still required to give four weeks' notice in writing.
- Homesearch transfers moving to another Awen home need to have a pre-void inspection meeting before the transfers can go ahead, and authorising the transfer will depend on the condition of the property.
- Please speak to us if you have any queries about contract start and end dates.

If you are an Awen tenant moving to another Awen property via a Homesearch offer, you will be required to pass an Awen 'pre-transfer property inspection' before your housing offer can continue.

You will be expected to make good or pay in advance of your move any re-chargeable repairs found at the property inspection.

Ending an Awen Occupation Contract

The most common rechargeable repairs and the cost is listed below for reference:

Rechargeable works at Void – common items	No.	Guide Price*
1. Lighting replacement If damaged or non standard	1	£10
2. Socket replacement If damaged or non standard	1	£10
3. Stain Block Room e.g. for nicotine staining to walls/ceiling	per room	£75
4. Strip Wallpaper per room if design/condition not acceptable	per room	£100
5. Plaster repair	1 x patch area	£40
6. Window repair	per window	£100
7. Windowsill - replacement	1	£25
8. Replacement internal door	1	£100
9. Kitchen unit handle- replacement	1	£10
10. Kitchen unit door/drawer front - replacement	1	£15
11. Non-slip flooring replaced	per room	£200
12. Rubbish removal (Internal)	Per load	£250
13. Rubbish removal (External)	Per load	£250
14. Specialist clearance e.g. remove dog mess in garden or hygiene clean required	Internal/ external area	£300

*Guide Price as of 2024, actual charge may differ from guide price (charges subject to annual review/uplift)

Please be advised that you will be expected to make good the rechargeable items, or pay in advance for any recharges, before a transfer to another MHA home can be approved.

Returning your keys

When an Awen contact ends, you must return property keys to us by 4pm on the day the notice ends, or by 4pm on the next working day, if the contract ends on a weekend or bank holiday.

The easiest way to do this is to use one of our 'drop-boxes'.

During your contract notice period you will receive the following from us:

1. Key-envelope; this will have your 'property code' on there.
2. Key-receipt form; to go inside your key-envelope.
3. Key-drop info leaflet; giving four drop-boxes locations.



A key drop-box

We provide four locations across Monmouthshire, for you to conveniently and securely drop the keys to end the contract. You must also call us directly after you drop off the keys, to let us know you have done so.

You can also return keys to us at our head office, during opening hours. Failure to follow instructions will mean that we cannot end the contract efficiently and may result in additional charges.

N.B.

From March 2024 neither Monmouthshire County Council or the local St Davids Charity Shops will accept keys from Awen tenants or personal representatives.

How to contact us

General

If you have a housing-related query regarding your home or tenancy (including your rent) or would like to report a problem with anti-social behaviour or a neighbourhood issue, please call the head office at Mamhilad on **0345 677 2277** (local call rate).

Repairs Hotline

In instances where our offices are closed, to report a repair or to contact us in an emergency, please call our Repairs Hotline number on **0345 677 2277.**

Live Chat

Click the link on our website to talk to a member of our Customer Service Team.

Email

You can also contact us via email: **customerservices@awenhomes.co.uk**

We aim to respond to emails within three working days.

Website

You can also contact us, and find out the latest news and information on us by visiting our website at: **www.awenhomes.co.uk**

Facebook*

@AwenHomes

*Social media accounts are not monitored 24 hours a day. To report repairs please use our hotline number **0345 677 2277.**

Useful contacts

Our main office:	**0345 677 2277**
Our rent line:	**0345 677 2277**
Repairs helpline:	**0345 677 2277**
TV licence:	**0300 790 6131**
Council tax:	**01633 644630**
Homemakers:	**01873 857 618**

Utility companies

Welsh Water:	**0800 052 0145**
SSE/Swalec:	**0345 070 7373**
British Gas Emergency:	**0800 111 999**

Useful websites

Our website: **www.awenhomes.co.uk**

MCC's website: **www.monmouthshire.gov.uk**

Awen Homes

0345 677 2277

customerservices@awenhomes.co.uk

www.**awenhomes**.co.uk

Awen Homes, Nant-Y-Pia House,
Mamhilad Technology Park, Mamhilad,
Monmouthshire, NP4 0JJ

@AwenHomes

Scan the QR code to access the Awen website.

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh or any other language, braille or audio format.

We welcome correspondence in Welsh. If you contact us in Welsh, we will respond in Welsh and this will not lead to a delay.

Rydym yn croesawu gohebiaeth yn Gymraeg. Os byddwch yn cysylltu â ni yn Gymraeg, byddwn yn ymateb yn Gymraeg ac ni fydd hyn yn achosi unrhyw oedi.