

Ending Your Tenancy Policy Statement

If you want to end your tenancy you must give four weeks written notice and return the property with vacant possession. You should continue paying your rent and any other charges until your tenancy ends.

What you can expect from us.

We will:

- Acknowledge your notification that you wish to end your tenancy
- Agree the date that it can end at least 4 weeks from when you give us notice
- Let you know how to leave the property
- Tell you when and where you should leave the keys and entrance fobs

Ending a tenancy

You must not move out of your home without giving notice to end the tenancy. You will remain liable for the property and any rent payments until the tenancy is ended, even if you have moved out.

You can give notice to end your tenancy through the MyOneHousing portal. You will be given a case number as a receipt that we have received your notification.

Your notice period will start on the first Sunday after we receive your notifications and your tenancy will end on a Sunday, four weeks after the notice started.

You should leave all the keys in the kitchen except the front door keys and any main entrance fobs which should be returned to a One Housing office unless we have made other arrangements with you. If you are returning by registered post, please ensure they are tracked and you keep your tracking number and proof of postage. They should be sent to: One Housing

Before you leave you will need to contact your utility supplier and council tax to supply your meter readings and tenancy end date. You should leave any pre-payment keys or cards in the property.

What we ask of you:

- You return the property with vacant possession by noon on the Monday after the tenancy is ending
- The property is left clean, clear of all your belongings and in good condition
- You allow an inspection of the property to take place during the notice period
- You repair or replace any broken fixtures and fittings you are responsible for
- You tell your utility suppliers and give them final meter reading
- You arrange for your post to be redirected to your new home
- Your rent account is clear and you do not owe us any money

After you have left and returned the keys

We will end your tenancy on our system so you are not charged any more rent.

We will inspect the property to see the condition you have left it in and you will be recharged for any clearance or repairs that you did not do and are responsible for.

If you had permission to make improvements to your home, you may be entitled to claim compensation.

If you have any questions about ending your tenancy you can email us at ask@onehousing.co.uk or call our Allocations and Onboarding Team on 0300 123 9966. More details about how we deal with ending tenancies can be found on our [website](#).