A picture containing graphical user interface

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END OF TENANCY PROCEDURE

PLACES FOR PEOPLE SCOTLAND

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**Introduction**

This procedure details the steps required to end a Scottish Secure Tenancy (SST) or Short Scottish Secure Tenancy (SSST). For full details of how to assign an expected end through to termination on Northgate please follow this guide: [Managing Voids on Northgate User Guide.docx](https://imt.pfpshare.co.uk/IT-Training/_layouts/15/WopiFrame.aspx?sourcedoc=/IT-Training/UserGuides/Managing%20Voids%20on%20Northgate%20User%20Guide.docx&action=default&DefaultItemOpen=1).

Procedure covers:

* Tenant terminates tenancy and moves out
* Tenant does not return keys
* Tenant returns keys without giving prior notice
* Tenant dies and no succession
* Terminating a SSST
* Joint tenant want to end their part of the tenancy

|  |  |
| --- | --- |
| **Ways Tenancies can be Ended** | **Process** |
| Tenant terminates through their own wishes | Receive a signed termination form, 28 days’ notice, pre-term inspection and keys returned. |
| Tenant does not return keys on the agreed termination date | Receive a signed termination form, 28 days’ notice, pre-term inspection and arrange forced entry. |
| Tenant returns keys with no notice | Follow Abandonment procedure. |
| Tenant dies and no succession | Update Northgate at notification and follow tenant terminates tenancy, receive a signed termination notice, and agree a date for keys to be returned. |
| Terminating a SSST | Section 36 notice must be served at the start of the 4th month of their SSST start date, pre-termination inspection and keys returned. |
| Joint Tenant wants to end their part of tenancy | Refer to Relationship Breakdown Procedure. |

**Ending a Tenancy**

**Receiving Notification**

Our customer can advise us via phone, email or letter that they are wanting to end their tenancy. The customer must give at least 28 days’ or 1 weeks’ notice (for certain occupancy agreements) prior to ending their tenancy. Once a customer has notified that they would like to end their tenancy, the Housing Management Team must complete an [End of Tenancy Checklist](#End_Checklist) and issue a [Termination Form](#End_TerminationForm) to the customer. Housing Management Team must advise the customer that we cannot start the notice period until we have received written confirmation from the customer. Emails from customers are sufficient should it be sent from a pre-known email address.

**Keys returned with no notice**

If keys have been returned to us with no prior notice or warning the Housing Officer must first try to make contact with the customer to seek further information on the reason for termination. If there is a letter with the keys confirming termination, then this process should continue to be followed, taking into account the required notice period. If unsuccessful in gaining contact the Housing Officer should follow the Abandonment Procedure [HM PRO - Abandonment.docx](file:///\\group.net\groupdata\Hay%20Avenue\housing\Housing%20Management\Central%20Housing%20Management%20Folder\Procedures\HM%20PRO%20-%20Abandonment.docx), not this one.

**Death of a Tenant**

When we are advised that a tenant has passed away, the Housing Management Team should complete an [End of Tenancy Checklist](#End_Checklist) and issue a [Termination Form](#End_TerminationForm). The Housing Officer should identify if there are any qualifying persons who could succeed to the tenancy. If there are Housing Officers should follow the succession procedure [HM PRO - Succession.docx](HM%20PRO%20-%20Succession.docx). If there is no eligible successor the Housing Officer should take the details of the next of kin/executor of the estate and agree a suitable date for them to return the keys. We do not require 28 days notice Housing Officers should suggest that keys should be returned within 14 days, should be flexible to allow the next of kin/executor time to empty the property if they advise it will take longer than the 14 days. Housing Officers should make it clear that the maximum time we can allow is 28 days. If it is requested that they require more than 28 days, there must be a valid reason and approved by a Housing Management Team Leader.

Housing Officer must request that we are sent a copy of the death certificate for our records and that the End of Tenancy form is signed and returned. Where possible, we should attempt a pre-termination inspection of the property.

If there is no further communication after initial contact that we will force entry after 28 days and remove all items. This should be explained to the next of kin/ the executor in writing.

The next of kin/executor of should be advised that rent is only liable up to and including the date of death, however, there is an equivalent charge made to the rent account which will continue until the keys are returned. The Housing Officer must update the tenant’s name in Northgate to ‘FAO The Executor of INSERT TENANT NAME’. This is done by updating the

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If next of kin/executor of the customer is unsure or unable to clear the property in full (including removal of flooring), the Housing Officer should advise to contact a charity or house clearance. If this is not an option Housing Officers can advise that we can clear the property at a charge but they will need to remove any personal items.

It is important that the Northgate Void path for a death is correctly assigned as a policy void – death. See instructions below.

**RECEIVING TERMINATION FORM**

Once we have received the termination form either by email or by post, the Housing Assistant logs and assigns a customer contact confirming the termination received. It will either be assigned to the Housing Officer **to complete this by the end of the next working day**, or in their absence, the duty Housing Officer. The Housing Assistant then scans the email/mail into the tenancy file on Sharepoint. The Housing Officer will need to complete the following for **all** upcoming voids:

* **Create a Voids Checklist:**

The Housing Officer must print off a void checklist [..\Useful Files\Void Checklist.docx](../Useful%20Files/Void%20Checklist.docx) to be updated with all relevant dates relating to the termination and relet. This will be updated throughout the void period and saved in the property file once the property has been relet.

* **Update Northgate:**

Housing Officer must update Northgate on the day the termination notice is received. To assign an expected end date you will need to be within the customer’s tenancy details and select Assign Expected End Date listed in the Actions box. Housing Officer must complete the following boxes:

Once the next is clicked the Housing Officer will be prompted to insert the forwarding address and click Save. Housing Officer should also update Tenancy Status to ENDING – Ending Under Notice Period. This is updated by clicking onto Update Tenancy Details in the Actions box in the tenancies screen.

A notification will appear which advises the Housing Officer will need to confirm the void. Housing Officer should select Voids under the Links box and confirm the void and update the void status to ‘F010 – Awaiting PMV’ or one of the following codes:

For **ABANDONMENTS** change status to F020 – Under NTQ

For **EVICTION** change status to F030 – Pre Eviction

For **MUTUAL EXCHANGE** change status to F040 Awaiting Mutual Exchange

Housing Officer will also need to change the default NEWVOID reason to one that is relevant for the tenancy ending.

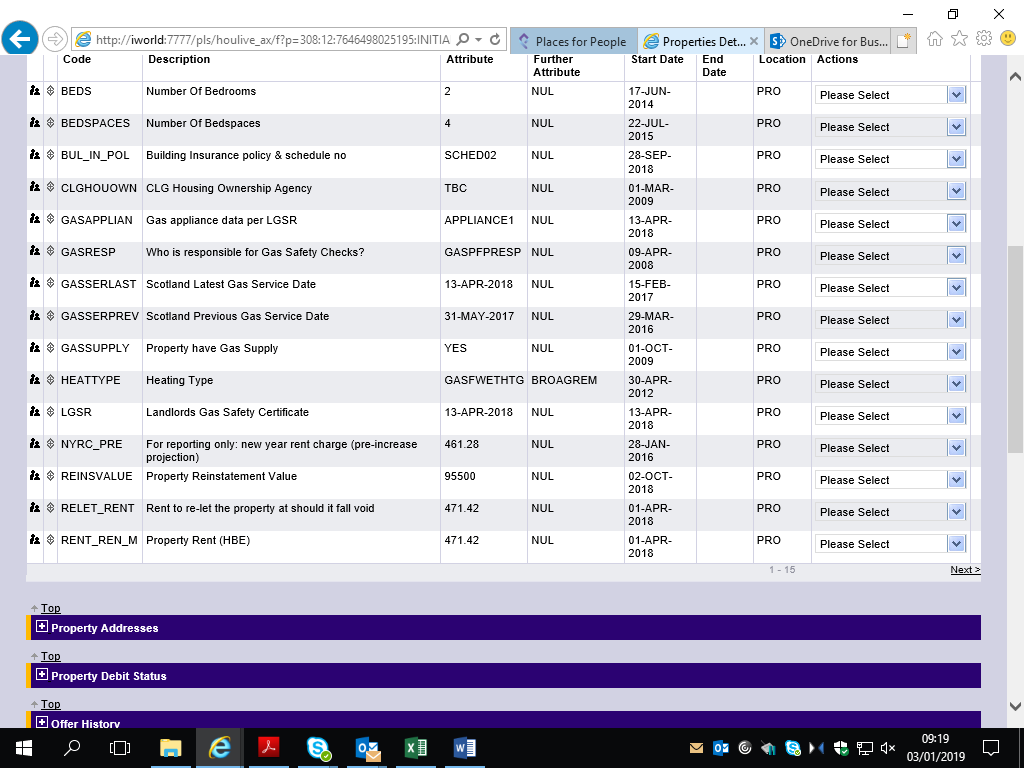
Once this has been completed a notification will be added in the Housing Officers task manager named Attend PMV (pre marketing visit).

* **Complete the Due to be Void memo (DTBV)**

This must be completed on the day we receive the signed termination form: [Due to be void memo form](http://iis900003/duetobevoidmemo/). If the Housing Officer is not present the duty Housing Officer must complete this. Each section of the memo must be completed.

Here is where you can find the relevant information if not immediately known:

* The Termination date is the date that the tenancy will terminate, not the date the notice is received.
* Address and property reference – please copy and paste this directly from Northgate.
* EPC – this information can be found on Northgate under Properties- Elements (the ALL button needs to be pressed)
* Asbestos – this information can be found on the Asbestos Register: [Places for People Asbestos Register](https://creasbestos.placesforpeople.co.uk/secure/propsearch.aspx)
* Gas supplier – If the customer hasn’t advise of the supplier for gas, you can check this site: [Find My Supplier](https://www.findmysupplier.energy/webapp/index.html) or you can call 0870 608 1524
* Electric supplier – you can get confirmation of the electricity supplier by calling 0845 270 9101 for Central Scotland properties or 0345 026 2554 for North Scotland.
* Council Tax Banding: you can check here: [Scottish Assessors – Scottish Assessors Association website (saa.gov.uk)](https://www.saa.gov.uk/)
* Rent Amount can be found as RELET-RENT on Northgate under Elements within Properties:



Service Charges are used in Sheltered and Agency Properties. There are no service charges in general needs properties. Occupancy charges (often referred to as IHM) are used for some Agency properties and may differ between tenants.

* Comments – This is the section that details additional information about the property and local area. The information put in here is used to advertise the property. Information must contain a brief description about local amenities: schools, shops, transport links. Any other essential information that an incoming customer would need to know should be put in the DTBV for example: car parking, drying facilities and council tax band.
* Lettings Plan – if there is specific lettings plan in place for a particular development or area. The Housing Officer must note it here.

Once the Housing Officer/Duty Officer has completed the DTBV it is automatically sent to the Lettings and New Tenancy Team and Void and Minor Works Team. For both teams this is how they are alerted that a property is upcoming. Income Collection are notified by Task Manager Notification in Northgate.

* **Stair Keys**

On receipt of the Due to be Void memo, the Housing Assistants will identify if the upcoming void is in a stair. If it is, they will source a stair key and provide it to the Voids team. Housing Assistants will also ensure that there are a sufficient supply of keys for future use. There is a form within the key book that will be signed by both the HA and voids scheduler once this key is handed over.

* **End of Tenancy Letter including appointment for pre-termination inspection:**

Housing Officer will confirm the tenancy termination details in writing to the customer. The letter can be attached to an email instead of issuing by post if appropriate. The [End of Tenancy letter](#End_Standard) confirms termination date, pre-termination inspection appointment and final rent due to the date of termination: Housing Officers should liaise with Income Collection to confirm the final amount. The moving out checklist and home pledge leaflet should be sent out with the End of Tenancy letter.

The letter should be amended if Lettings are to complete the end of tenancy inspection.

Housing Officer should phone or email the customer to arrange a suitable date and time to complete the inspection. Confirmation of the appointment will be detailed in the End of Tenancy Letter.

In the event of a tenant’s death the [End of Tenancy - Death](#End_Death) letter should be used. A pre-termination inspection is not required in the event of a death but if the family are able/willing to allow access the Housing Officer should arrange a visit.

**Unsigned Termination Form:**

If event occurs that the form is returned and is not signed, the Housing Officer is unsuccessful in contacting the customer, the Housing Officer must follow the Abandonment Procedure. We cannot start the notice period until we have a signed termination form.

**THE FOLLOWING PROCESS SHOULD BE CONTINUED ONLY IF THE HOUSING OFFICER WILL BE RELETTING THE PROPERTY**

* **Update white board**

The Housing Officer should update the white board in the Housing Management room in Hay Avenue. If an agile worker completes the end tenancy process, they should ask the duty Housing Officer to update this.

* **Update calendars with Tenancy Termination date**

The Housing Officer should add the termination date to both their own calendar and that of the Housing Team (Edinburgh/Lothians Calendar) in outlook. It should also be noted if alternative arrangements have been made to return keys (such as handed into support staff onsite or in a fitted keysafe).

* **Pre-Termination Inspection/Pre Marketing Visit (PMV)**

The next stage for the Housing Officer is to complete a [pre-termination inspection](#End_PreTerm). This can be accessed on Photobook, named HOUSING – END OF TENANCY TERMINATION. The purpose of the inspection is to assess the standard of the property. The Housing Officer should inspect each room and advise the customer of any areas that require attention that is their responsibility. It should be reiterated that the property should be completely emptied, including the removal of flooring, and that they will be recharged for any damage or items left. It should be stressed that all keys are returned to the office by close of business on the agreed termination date. Failure to do without us being advised in writing, will result in a forced entry taking place the following day which they will be recharged for.

Once the inspection has been completed both the Housing Officer and the customer must sign the inspection sheet. If the Property Inspector is in attendance, The Housing Officer must make it clear what the customer needs to do if there is anything outstanding. Failure to do so may result in recharges.

The Housing Officer should save a copy into the tenancy file and send a copy to the Voids and Minor Works Team.

Once visit has been completed Northgate must be updated. Housing Officers should access this via task manager. If not accessed via Task Manager, it can be accessed by Estates > Voids > Advanced Search and enter in property address or property reference. Select ‘Update Void’. Housing Officer will update the status to the next one: F050 – PMV completed. This may vary depending on the path you have selected. Enter notes on the comments field. This can be useful for other teams.

* **Confirmation of Keys**

Housing Officer is responsible for making contact with the customer at least 5 working days prior to agreed termination date to confirm that keys will be returned on the agreed date.

If there is any changes to the date the Housing Officer must ensure that the customer makes this request in writing. They should then acknowledge this and advise of the rent that will be due. For any date changes the Housing Officer must update the expected end date on Northgate and advise the Voids team by email.

**Termination Date**

Housing Officers should be aware of the date they are expecting keys back for properties in their patches. Housing Officers should make contact with the customer prior to the termination date to ensure they are going to return the keys on the agreed date.

* **KEYS RETURNED**

A customer has up to close of business (5pm Monday to Thursday or 4pm on a Friday) to return keys. They will be returned to the Head Office or for sheltered properties left with a Sheltered Housing Manager unless prior alternative arrangements have been made and agreed.

Should keys come in prior to the tenancy termination date, they should be stored in the Housing Management keysafe within the cupboard in the Housing Management room. A note should be added to the calendar entries advising that keys had been received. No further action should be taken until the termination date. This is because we do not have a legal right to access the property while the property is still tenanted. On termination date the following should the completed.

* **Update Northgate**
  + **Terminate tenancy**

The Housing Officer must terminate the tenancy on Northgate on the termination date, once they have keys. This is done in Tenancies – Terminate Tenancy.

* + **Update Tenancy Status to FORMER**

The Housing Officer should then update the tenancy status to FORMER. This is done by accessing the Tenancy file and UPDATE TENANCY DETAILS

* + **Update Void status**

It is important that the void status is updated on the tenancy end date as voids are tracked in real time. The void status is updated by updating the Void. Voids can be accessed either through the Voids module or through tenancies

* + **Arrange for the Agency (OAC) and Admin charge (ADM) to be ended**

If a property has these charges, they will be recorded in Property Charges within Northgate. For supported/agency accommodation that have these charges (with the exception of Park and Cameron Cottage), these need to be ended on termination of the tenancy to ensure that the void loss is correct. The Housing Officer must send an email to the Housing Management Team Leaders who are able to do this. If the customer has died, the charges must end on the date of death.

* **Give keys to Voids team/Property Services**

Once keys are received from the outgoing tenant, they should be given to the Voids team to commence required voids works. This can be done by either the Housing Assistant or Housing Officer. Regardless of who takes them through, the key sheet should be completed by the person and signed by the member of staff in Property Services. It should then be returned to the folder that sits beside the Housing Assistants.

* **KEYS NOT RETURNED**
  + **Make contact with customer**

If keys are not returned on the termination date, the Housing Officer should make contact (phone or email) with the customer to find out why the keys have not been returned. It should be advised that a forced entry will take place the day after termination as we have termination in writing from them. Only in exceptional circumstances would we not proceed with a forced entry – this would have to been agreed with the Team Leader and Voids Team.

* + **Arrange forced entry with Voids Team**

The Housing Officer should liaise with the Voids team and confirm that a forced entry should arranged.

**Short Scottish Secure Tenancy (SSST)**

**Short Scottish secure tenancies are always given for a fixed length of time. SSSTs last for a minimum period of 6 or 12 months. At the point of sign up we serve the incoming customer with a notice under Section 34 of the Housing (Scotland) Act 2001.**

**Within the first three months of a tenancy starting, Housing Officers must review the tenancy and decide if the tenancy continues or is to be ended. If the Housing Officer decides to continue with the tenancy, no further action is required at this stage the tenancy will renew itself on a monthly basis thereafter. This is called tacit relocation. The renewed tenancy will still be a short Scottish secure tenancy. The Housing Officer should agree with the Housing Management Team Leader when a customer should have their tenancy changed to an SST or how long to continue with the SSST. Typically these tenancies are associated with a customer engaging with their support.**

**If the Housing Officer has agreed with the Team Leader that an SSST customer’s tenancy is to be ended, the Housing Officer should request our solicitor serve the customer with a** [section 36 notice](#End_SSST36) **– intention of property recovery. The Housing Officer should then follow the rest of the procedure stated above as well as adding the details to the Notice of Proceedings spreadsheet which can be found here:** ..\..\..\Notices of Proceedings Served.xlsx

**Should the keys not come in on the tenancy end date, the Housing Officer should immediately discuss with the Team Leader and advise the Voids team that we need to seek further legal advice before a decision is made whether or not to force entry. It will likely be that we need to progress with court action to recover the tenancy. The Housing Officer should update the voids team throughout the court process.**

**END OF TENANCY CHECKLIST**

Complete with customer over the phone, for death further questions over the page. You must advise the customer that you will send out a termination form and they must return it as quickly as they can. The notice period cannot start until we have received it back fully completed.

|  |  |
| --- | --- |
| Tenant Name: |  |
| Joint Tenant Name: |  |
| Address: |  |
| Contact Details:  Phone:  Email: |  |
| Termination Reason: |  |

|  |  |
| --- | --- |
| PROPERTY INFORMATION | |
| Is the property: | General Needs/ Amenity/ Sheltered |
| Property Type: | Flat: Main Door/ 4 in block/ Tenement/ Flat  House: Bungalow/ End Terrace/ Mid Terrace/ Detached |
| Property Size: | Bedrooms: Bedspaces: |
| Separate Kitchen: | Yes/No |
| Main Bathroom: | Bath only/ Shower only/ Shower over bath/ Wet Floor Shower |
| Is there more than one bathroom/toilet in the property? | Yes/No  If yes, give details: |
| Garden | Private/ Communal |
| If private garden, is there: | Shed/ decking/ other: |
| Heating Type | Gas/ Electricity/ Sunamp |
| Gas Supplier: |  |
| Gas meter location: | Dry/Pre-Payment/Smart |
| Electricity Supplier: |  |
| Electricity meter location: | Dry/Pre-Payment/Smart |
| Property Adaptations: | Yes/No If yes, state adaptations: |

In the event of a tenant’s death:

|  |  |
| --- | --- |
| **Questions:** | |
| Does anyone else live in the property? | Yes/No  If Yes state who:  And relationship to the tenant: |
| Details of the next of kin/executor of: | Name:  Address:  Phone:  Email: |
|  | |
| **Checklist:** | |
| Requested a copy of the death certificate? | Yes/No |
| Advised that the property needs to be completely emptied including flooring? | Yes/No |
| Date keys will be returned:  (suggest two weeks) |  |
| Advised that we require the End of Tenancy Form signed and returned: | Yes/No  If no contact between now and keys are not returned on above agreed date that we will force entry. |

A picture containing graphical user interface

Description automatically generatedNOTICE OF TERMINATION

I give 28 days’ notice to end my tenancy at the below address.

Please note, in the event of a death the tenancy will end on the date of the tenant’s death and housing benefit eligibility will also end on this date. The 28 days’ notice is not required but a charge equivalent to the rent for the property will be made from the date of death to when the keys are returned after the property has been cleared. This should be arranged with your Housing Officer.

|  |  |
| --- | --- |
| Name of Tenant: |  |
| Name of Joint Tenant: |  |
| Address: |  |
| Postcode: |  |
| Once we have received your notice, we will contact you to arrange a suitable time to visit you. This is to carry out a pre-termination inspection of the property and an opportunity for you to ask any questions you may have about ending your tenancy. | |
| Please provide contact details so we can arrange a suitable appointment. | |
| Email Address: |  |
| Contact Number: |  |

|  |  |
| --- | --- |
| Date Tenancy will End: |  |
| If tenant is deceased, please give date of death: |  |
| Forwarding Address:  (Or Next of Kin/Solicitor in the event of a death) |  |

I/we have told my/our gas and electricity suppliers that the tenancy will end on the above date. I/we understand that it is my/our responsibility to read the gas/electricity meter(s) prior to handing in my/our keys and that the meter(s) **MUST BE LEFT FREE OF DEBT**. The utility suppliers are:

|  |  |
| --- | --- |
| Gas Supplier: |  |
| Meter Type: | Pre-payment/Dry Meter/Smart Meter |
| Meter Serial Number: |  |
|  | |
| Electricity Supplier: |  |
| Meter Type: | Pre-payment/Dry Meter/Smart Meter |
| Meter Serial Number: |  |

Please note that we may decide to switch the supply of your gas and electricity to a different provider from your expected termination date. If you decide to change your termination date please let us know as early as possible. Changing your termination date may mean that the supplier of your utilities changes before your tenancy ends.

Please tick the appropriate reason for termination of tenancy:

|  |  |  |  |
| --- | --- | --- | --- |
| Admitted to hospital |  | Moving due to anti-social behaviour |  |
| Buying own property |  | Moving for employment |  |
| Crime in the area |  | Moving to a private rented property |  |
| Decant |  | Mutual Exchange |  |
| Deceased |  | Need a larger home |  |
| Downsizing |  | Property is unsuitable |  |
| Financial difficulties |  | Rehoused by other Housing Association |  |
| Fleeing domestic violence |  | Rehoused by other Local Authority |  |
| Going to prison |  | Relationship breakdown |  |
| Ground floor property required |  | Residential care required |  |
| Harassment |  | Unable to sustain tenancy |  |
| Leaving to join another household |  |  |  |

I /we agree to ensure that the utility companies are notified, any outstanding rent will be cleared or an arrangement made to pay the arrears and that the property is returned in a clean and tidy condition as per the tenancy agreement.

I/we agree to give at least 5 working days’ notice prior to above tenancy end date if I/we want to extent my tenancy termination date.

|  |  |
| --- | --- |
| Tenants Signature: |  |
| Print Name: |  |
| Joint Tenants Signature: |  |
| Print Name: |  |
| Date: |  |

|  |  |  |
| --- | --- | --- |
| Please Return To: | | |
|  |  |  |
| Housing Management |  |  |
| 1 Hay Avenue |  |  |
| Edinburgh |  |  |
| EH16 4RW |  |  |
|  |  |  |
| 0131 657 0600 |  |  |
|  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Our ref: |  |  |  |
|  |  |  |  |
| Date: | 01 December 2021 |  |  |
|  |  |  |  |
|  |  | **Housing Management** | |
|  | 1 Hay Avenue | |
|  | Edinburgh | |
|  | EH16 4RW | |
|  |  |  |
|  | Telephone: | 0131 657 0600 |
|  | Fax: | 0131 657 0700 |
|  |  |  |  |

|  |
| --- |
| Dear |
| **End of Tenancy** |

Thank you for letting me know that you want to end your tenancy with us. Your tenancy agreement states that you must give *(28 days or 1 weeks)* notice. I received your end of tenancy form on DATE. This means that your tenancy will end on DATE.

You will be responsible for the payment of rent up to and including the date your tenancy ends. Your account is currently (*insert details for the rent account and all sundry debt accounts and payments required up to the termination date).*

I have arranged to visit you on (*time and date*) to carry out an end of tenancy inspection. If this time and date is not suitable please contact me on the number below and we will rearrange/*We would like to conduct an end of tenancy inspection of your property. My colleague from our Lettings and New Tenancy Team will shortly be in touch to arrange this*. This is an essential part of ending your tenancy and you must allow us access.

We will let you know if you are responsible for any repair work before you leave. Our Homepledge leaflet is enclosed showing the standard we expect when you leave the property. I also enclose our Moving Out checklist which acts as a reminder of items that need to be completed before you move.

All sets of keys including any keys to common stairs should be returned to this office on or before 5pm on (*end tenancy date*). We expect to receive two sets of keys and will recharge you if we do not receive them.

We will contact you during the notice period to check that you still expect to move out by the agreed date. If you need to extend your notice period we will require at least 5 working days' notice of this as we will schedule safety checks and repairs on the end tenancy date. (Don’t use the last sentence for Retirement Developments).

If you have any questions, please do not hesitate to contact me.

Yours sincerely

**Name**

**Housing Officer**

Direct Dial: 0131 657

Email: @placesforpeople.co.uk

**Enclosed**

|  |  |  |  |
| --- | --- | --- | --- |
| Our ref: |  |  |  |
|  |  |  |  |
| Date: | 01 December 2021 |  |  |
|  |  |  |  |
|  |  | **Housing Management** | |
|  | 1 Hay Avenue | |
|  | Edinburgh | |
|  | EH16 4RW | |
|  |  |  |
|  | Telephone: | 0131 657 0600 |
|  | Fax: | 0131 657 0700 |
|  |  |  |  |

|  |
| --- |
| Dear |
| **Termination of Tenancy: (Address)** |

Thank you for contacting us regarding *(name of tenant)* tenancy. We are very sorry to hear of their death.

The tenancy will end on *(date of death).* Please complete and return the enclosed Termination of Tenancy form as soon as possible. The person responsible for settling *(name of tenant)* estate should sign the form.

There is currently a balance of *(amount)* on the rent account for the period to *(date of death).* A charge equivalent to the rent of the property will be made for the time from the date of death to the date the keys to the property are returned. The amount due will be advised to you once the keys are returned. We will expect to receive at least two full sets of keys. Please ensure that all furnishings and personal possessions are removed from the property before the keys are returned.

I have arranged to meet you at the property on (*time and date*) to carry out an end of tenancy inspection. If this time and date is not suitable please contact me on the number below and we will rearrange/*We would like to conduct an end of tenancy inspection of your property. My colleague from our Lettings and New Tenancy Team will shortly be in touch to arrange this*.

I also enclose our Moving Out checklist which acts as a reminder of items that need to be completed before you move.

If we can be of any further assistance to you please contact me.

Yours sincerely

**Name**Housing Officer

Direct Dial: 0131 657

Email: @placesforpeople.co.uk

**PRE-TERMINATION INSPECTION**

**Tenant & Property Details**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Tenant Name:**  **Tenant Address:**  **Telephone No:**  **Reason for Inspection:**  **Forwarding Address:**  **Tenancy End Date:**  **Inspection Date:**  **Prop Ref:**  **Alterations/Adaptations:**  **Parking Facilities: Allocated/Unallocated**  **Door Entry: Y/N Intercom/Automatic/Other**  **EPC in property Y/N** | | | | **House Type: Bedrooms:**  **Occupancy Level:**  **Heating Type:**  **Gas Supplier:**  **Location of Gas Meter: Quantum Y/N**  **Readings:**  **Serial No:**  **Electricity Supplier:**  **Location of Electric Meter: Power Card Y/N**  **Readings:**  **Serial No:**  **Boiler Type: Boiler Location:**  **Telephone Point: Y/N Location:**  **Smoke Detectors Y/N Location:**  **Carbon Monoxide Detector Y/N Location:**  **Design Type: General/Amenity/Sheltered/Wheelchair**  **Bathroom: Bath only/Shower cubicle/Bath with Shower Over/Wet floor shower** |
| **LIVINGROOM** | | | **Repair/Comment – Responsibility PFPS/Tenant** | |
| Walls & Ceilings free from holes **Y/N** | | |  | |
| Decoration/Woodwork **Good/Fair/Poor** | | |  | |
| Radiators **(free from leaks, secure & fixed to walls, any missing parts)** | | |  | |
| Windows **(handles & locks safe & secure, able to open windows).** | | |  | |
| Electrical Fittings **(sockets, switches, pendants and wiring free from paint, non standard fittings removed)** | | |  | |
| Flooring – To be lifted **Y/N**  **(free from nails & gripper rods)** | | |  | |
| Doors (hinges/locks/handles) **Good/Fair/Poor**  Door Stop Fitted **Y/N** | | |  | |
| Cleanliness of Livingroom **Good/Fair/Poor** | | |  | |
| **KITCHEN** | | | **Repair/Comment – Responsibility PFPS/Tenant** | |
| Walls & Ceilings free from holes **Y/N** | | |  | |
| Decoration/Woodwork **Good/Fair/Poor** | | |  | |
| Radiators **(free from leaks, secure & fixed to walls, any missing parts)** | | |  | |
| Windows **(handles & locks safe & secure, able to open windows).** | |  | | |
| Doors (hinges/locks/handles) **Good/Fair/Poor**  Door Stops - **Y/N** | |  | | |
| Electrical Fittings **(sockets, switches, pendants, wiring free from paint, non standard fittings removed)** | |  | | |
| Units & Worktops **(free from damage, scorching, securely fixed drawers & shelves)** | |  | | |
| Sinks & Taps **(secure & free from drips)** | |  | | |
| Wall Tiles (condition) **Good/Fair/Poor** | |  | | |
| Flooring – To be lifted **Y/N**  **(free from nails & gripper rods)** | |  | | |
| Cleanliness of Kitchen **Good/Fair/Poor** | |  | | |
| Extractor Fan Working **Y/N** | |  | | |
| Plumbing for Washing Machine **Y/N** | |  | | |
| **HALLS/STAIRS** | | **Repair/Comment – Responsibility PFPS/Tenant** | | |
| Walls & Ceilings free from holes **Y/N** | |  | | |
| Decoration/Woodwork **Good/Fair/Poor** | |  | | |
| Doors (hinges/locks/handles) **Good/Fair/Poor**  Door Stops **Y/N** | |  | | |
| Radiators **(free from leaks, secure & fixed to walls, missing parts)** | |  | | |
| Windows **(handles & locks safe & secure, able to open windows).** | |  | | |
| Electrical Fittings **(sockets, switches, pendants, wiring free from paint, non standard fittings removed)** | |  | | |
| Flooring - To be lifted **Y/N**  **(free from nails & gripper rods)** | |  | | |
| Cleanliness **Good/Fair/Poor** | |  | | |
| Handrails/Banisters **(safe & secure)** | |  | | |
| **Advise Tenant Attic & Cupboards to be cleared** | | | | |
| **BATHROOM** | | **Repair/Comment – Responsibility PFPS/Tenant** | | |
| Walls & Ceilings free from holes **Y/N** | |  | | |
| Decoration/Woodwork **Good/Fair/Poor** | |  | | |
| Doors (hinges/locks/handles) **Good/Fair/Poor**  Door Stops **Y/N** | |  | | |
| Flooring - To be lifted **Y/N**  **(free from nails & gripper rods)** | |  | | |
| Windows **(handles & locks safe & secure, able to open windows).** | |  | | |
| Electrical Fittings **sockets, switches, pendants, wiring free from paint non standard fittings removed)** | |  | | |
| Cleanliness of Bathroom **Good/Fair/Poor** | |  | | |
| Sinks & Taps **(secure & free from drips)** |  | | | |
| Wall Tiles (condition) **Good/Fair/Poor** |  | | | |
| Radiators **(free from leaks, secure & fixed to walls, missing parts)** |  | | | |
| Extractor Fan Working **Y/N** |  | | | |
| **Bedroom 1** | **Repair/Comment – Responsibility PFPS/Tenant** | | | |
| Walls & Ceilings free from holes **Y/N** |  | | | |
| Decoration/Woodwork **Good/Fair/Poor** |  | | | |
| Radiators **(free from leaks, secure & fixed to walls, missing parts)** |  | | | |
| Windows **(handles & locks safe & secure, able to open windows).** |  | | | |
| Electrical Fittings **sockets, switches, pendants, wiring free from paint non standard fittings removed)** |  | | | |
| Flooring – To be lifted **Y/N**  **(free from nails & gripper rods)** |  | | | |
| Cleanliness of Room **Good/Fair/Poor** |  | | | |
| **Bedroom 2** | **Repair/Comment – Responsibility PFPS/Tenant** | | | |
| Walls & Ceilings free from holes **Y/N** |  | | | |
| Decoration/Woodwork **Good/Fair/Poor** |  | | | |
| Radiators **(free from leaks, secure & fixed to walls, missing parts)** |  | | | |
| Windows **(handles & locks safe & secure, able to open windows).** |  | | | |
| Electrical Fittings **sockets, switches, pendants, wiring free from paint non standard fittings removed)** |  | | | |
| Flooring – To be lifted **Y/N**  **(free from nails & gripper rods)** |  | | | |
| Cleanliness of room **Good/Fair/Poor** |  | | | |
| **Bedroom 3** | **Repair/Comment – Responsibility PFPS/Tenant** | | | |
| Walls & Ceilings free from holes **Y/N** |  | | | |
| Decoration/Woodwork **Good/Fair/Poor** |  | | | |
| Radiators **(free from leaks, secure & fixed to walls, missing parts)** |  | | | |
| Windows  **(handles & locks safe & secure, able to open).** |  | | | |
| Electrical Fittings **sockets, switches, pendants, wiring free from paint non standard fittings removed)** |  | | | |
| Flooring – To be lifted **Y/N**  **(free from nails & gripper rods)** |  | | | |
| Cleanliness of room **Good/Fair/Poor** |  | | | |
| 4**edroom 4** | **Repair/Comment – Responsibility PFPS/Tenant** | | | |
| Walls & Ceilings free from holes **Y/N** |  | | | |
| Ceiling free from holes **Y/N** |  | | | |
| Decoration/Woodwork **Good/Fair/Poor** |  | | | |
| Radiators **(free from leaks, secure & fixed to walls, missing parts)** |  | | | |
| Windows **(handles & locks safe & secure, able to open windows).** |  | | | |
| Electrical Fittings **sockets, switches, pendants, wiring free from paint non standard fittings removed** |  | | | |
| Flooring – To be lifted **Y/N**  **(free from nails & gripper rods)** |  | | | |
| Cleanliness **Good/Fair/Poor** |  | | | |

|  |  |
| --- | --- |
| **External** | **Repair/Comment – Responsibility PFPS/Tenant** |
| Front Garden - Communal/Own Garden  Condition – Good/Fair/Poor |  |
| Back Garden - Communal/Own Garden  Condition – Good/Fair/Poor |  |
| Fencing (PFPS or Tenants Own)  Secure/Undamaged – Y/N |  |
| Sheds/Outhouses/Lockups |  |
| Pathways/Access Routes/Steps |  |
| **Any other relevant information/comments:** | |

**I agree to carry out the repairs above marked Tenant responsibility. I also understand that if I fail to do so Places for People Scotland will carry out the work and it will be recharged to me. I understand that I will also be recharged for any work that is my responsibility that was not seen during this inspection. I agree to allow access to have outstanding repairs completed by Place for People Scotland prior to the end of my tenancy.**

**Tenant’s Signature …………………………………………………… Date ……………………**

**Housing Officer ………………………………………………………. Date ……………………**

**Property Officer………………………………………………………… Date ……………………**

**HOUSING (SCOTLAND) ACT 2001**

**SHORT SCOTTISH SECURE TENANCY**

**NOTICE TO BE SERVED ON A TENANT OF A SHORT SCOTTISH SECURE TENANCY OF INTENTION TO RAISE PROCEEDINGS FOR POSSESSION**

**IMPORTANT: INFORMATION FOR TENANT(S)**

This notice informs you as tenant that your landlord intends to apply to the Sheriff for an Order for possession of the house at the address in Part 1, which is currently occupied by you.

**Part 1.** To **\*tenant full name\***

of **\*full address\***

1. **NOTE 1 TO TENANT**

**IF YOU ARE UNCERTAIN ABOUT WHAT THIS NOTICE MEANS, OR IF YOU ARE IN DOUBT ABOUT ANYTHING IN IT, OR ABOUT ITS VALIDITY OR WHETHER IT IS FILLED IN PROPERLY YOU SHOULD IMMEDIATELY CONSULT A SOLICITOR OR AN ORGANISATION WHICH GIVES ADVICE ON HOUSING MATTERS. YOU MAY ALSO FIND IT HELPFUL TO DISCUSS THIS NOTICE WITH YOUR LANDLORD.**

**Part 2.** We **Castle Rock Edinvar Housing Association**

Of **1 Hay Avenue, Edinburgh EH16 4RW, 0131 657 0600**

Inform you that we require possession of the house at the address in Part 1 above in terms of section 36 of the Act.

1. **NOTE 2 TO TENANT**

**THIS NOTICE IS A WARNING THAT YOUR LANDLORD MAY BE GOING TO RAISE PROCEEDINGS AGAINST YOU IN THE SHERIFF COURT TO GAIN POSSESSION OF YOUR HOUSE. IT IS NOT A NOTICE TO QUIT AND IT DOES NOT AFFECT YOU RIGHT TO CONTINUE TO LIVE IN THE HOUSE OR YOUR OBLIGATION TO PAY RENT. YOU CANNOT BE EVICTED FROM YOUR HOUSE UNLESS THE SHERIFF COURT GRANTS YOUR LANDLORD A POSSESSION ORDER. YOU SHOULD READ THE REST OF THE NOTES CAREFULLY TO FIND OUT WHAT MIGHT HAPPEN IF YOUR LANDLORD DOES START POSSESSION PROCEEDINGS AGAINST YOU.**

**NOTE 3 TO TENANT:**

**YOUR LANDLORD HAS EXPLAINED IN PART 2 OF THIS NOTICE THE REASON WHY IT IS CONSIDERING TAKING POSSESSION PROCEEDINGS AGAINST YOU.**

**THE COURT MUST GRANT POSSESSION ORDER AGAINST YOU IF:**

1. **IT APPEARS THE TENANCY HAS REACHED ITS END OR ‘ISH’;**
2. **TACIT RELOCATION IS NOT OPERATING; OR**
3. **NO FURTHER CONTRACTUAL TENANCY IS IN EXISTENCE.**

**IF AN ORDER IS GRANTED AGAINST YOU FOR ONE OF THE ABOVE REASONS THEN IT MUST GIVE THE DATE THAT YOU MUST MOVE OUT OF THE HOUSE.**

**NOTE 4 TO TENANT:**

**YOUR LANDLORD MUST GIVE YOU 2 MONTHS NOTICE IF YOUR TENANCY IS A SHORT SCOTTISH SECURE TENANCY AND YOUR LANDLORD IS SEEKING REPOSSESSION AAS DESCRIBED IN NOTE 3.**

**Part 3.** Proceedings will not be raised before **\*tenancy end date\*** which is the earliest date at which proceedings can be raised under section 36 of the Act.

Signed ……………………………………………………………………. (Landlord(s))

**NOTE 5 TO TENANT:**

**THE DATE GIVEN IN THE NOTICE (SEE PART 3 OF THE NOTICE) IS THE EARLIEST DATE ON WHICH YOUR LANDLORD CAN TAKE COURT ACTION. AFTER THAT DATE THE LANDLORD IS ALLOWED TO START POSSESSION PROCEEDINGS AGAINST YOU AT ANY TIME DURING THE FOLLOWING 6 MONTHS. IF THAT 6 MONTHS PERIOD PASSES WITHOUT POSSESSION PROCEEDINGS BEING STARTED, YOUR LANDLORD WOULD HAVE TO SERVE ANOTHER ONE OF THESE NOTICES BEFORE IT COULD START COURT ACTION FOR PROCEEDINGS.**

**NOTE 6 TO TENANT:**

**IF YOU WANT TO CONTEST YOUR LANDLORD’S INTENTION TO REPOSSESS YOU HOME, YOU ARE STRONGLY ADVISED TO TAKE LEGAL ADVICE WITHOUT DELAY AND BEFORE THE EXPIRY OF THE TIME LIMIT GIVEN BY THE NOTICE. HELP WITH ALL OR PART OF THE COST OF LEGAL ADVISE MAY BE AVAILABLE UNDER THE LEGAL AID LEGISLATION.**

**NOTE 7 TO TENANT:**

**REMEMBER BEFORE YOU MUST LEAVE YOUR HOME, YOUR LANDLORD MUST HAVE DONE 2 THINGS:**

1. **SERVED YOU THIS NOTICE; AND**
2. **OBTAINED A COURT ORDER.**

**NOTE 8 TO TENANT:**

**THIS IS AN IMPORTANT DOCUMENT AND YOU SHOULD KEEP IT IN A SAFE PLACE.**