

We want to provide homes that are safe, secure and clean. Our moving out standard has been agreed by customers and staff. It is a list of all the things we need you to do to help us get the property ready for the next tenant as quickly as possible.

### What is a moving out standard?

This is the standard that we expect you to leave your property either before you move to another of our properties or leave the Trust altogether.

#### Before you leave

You must allow access before you leave your home for your property to be inspected. You will be notified of any repairs or improvements you must make.

#### After you leave

Once you have left your property it will be inspected again to ensure that any repairs that you were requested to undertake have been carried out.

If your property doesn't meet the standards outlined in the leaflet and there is evidence of damage, neglect, or misuse, we will charge you the costs of getting the property up to the required standard.



You may think that the items in this leaflet are obvious, but believe it or not, everything listed has happened – many of them happen frequently.

If you move out of your house and have not met the Moving Out Standard, any works the Trust has to do to rectify the property will be charged to you.

You must book a termination inspection once you have decided to move out. If you are unsure about what needs to be done to your property in order to avoid a recharge, your Allocations and Lettings Advisor will be able to advise you during your termination inspection.



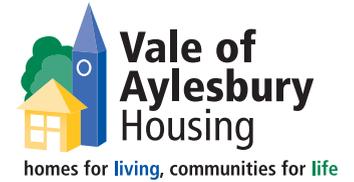
### Further information

The information in this leaflet is available in accessible formats. Please contact us for details.



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# Moving out standard



## Utilities and Services



- ✓ ensure Gas cards & Keys/fobs (communal) are left in property
- ✓ leave meters debt free
- ✓ notify utility providers when your tenancy is ending
- ✓ re-direct your post
- ✓ notify Housing Benefit of your move
- ✓ contact phone company.

## Doors and Windows



- ✓ ensure property is left secure with all doors and windows shut
- ✓ return front door and/or communal keys to Trust and leave all other keys in kitchen drawer (back door, patio, window keys).

## Decoration



- ✓ repair any damage, for example holes or cracks in walls
- ✓ ensure property is in good decorative order (neutral colour and no torn/soiled wallpaper).

## Floors



- ✓ remove floor coverings, except vinyl, in bathroom and kitchens.

## Cleaning



- ✓ remove all belongings
- ✓ wash down kitchen cupboards and worktops washed down
- ✓ clean toilet, bathroom fittings and tiles
- ✓ wipe clean fixtures and fittings, windows sills and ledges, radiators and pipes, doorframes and handles, picture rails, skirting boards and fire surrounds
- ✓ clean inside windows cleaned
- ✓ sweep and clean floors
- ✓ seep out bin stores and outbuildings
- ✓ clear loft areas
- ✓ empty and clean garage



## Outside your property



- ✓ ensure all garden areas are free from rubbish
- ✓ cut lawns and hedges to a manageable level
- ✓ fill ponds
- ✓ if you have erected a shed or greenhouse you may need to remove this and any concrete base. (However we will advise you accordingly)

## Alterations



- ✓ non standard electrical fittings must be returned to original, eg any light fittings or switches you have had installed (If you are unsure, please speak to us first)
- ✓ non standard or glass doors must be returned to full wooden doors (missing doors replaced, including handles)
- ✓ any fixture and fittings you have removed or damaged must be replaced
- ✓ any alterations made without Trust written approval must be returned to their original state.

## Miscellaneous



- ✓ please note you will not be able to gain access once your keys have been returned
- ✓ furnished tenancies – leave all furnishings.

