

United Reformed Church

Retired Ministers' Housing Society

Appendix 1

End of Tenancy Procedure

Author

Operational Responsibility

Version

Effective from

General Manager

Housing Services Officer

1.0

August 2020

Ending your tenancy

There are several reasons your tenancy may end, including moving into a residential home. You also have the right to end your tenancy. If you want to end your tenancy, you must give the Society at least 28 days' notice in writing. If you do not give us this notice, rent will continue to be charged to cover the notice period.

Different procedures apply for different circumstances. These are outlined below.

On the death of a tenant/widow/widower

- **Final date:** the Society recognises that these circumstances can be difficult and will give the family or estate a maximum of 3 months to clear the property. Until the property is cleared and keys handed back to the Society, the rent will continue to be due from the estate of the deceased.
- **Estate agent:** if the tenancy termination is because of the end of the tenancy line, the Society will be putting the house/flat on the market. It would be helpful to us if the family/estate can suggest the best local agent to use. We would then ask you to leave the keys with the agent we agree to use.
- **Equity share:** if there is a share of the equity due to the estate, the Society will take the lead in marketing the property, but we will consult with the executor(s) concerning the asking price and any offers received. We will pay the estate a pro rata share of the proceeds, net of any costs, once the sale has completed. If it is decided not to sell the property, we will obtain a valuation in agreement with the executor(s) and pay the equity share on the basis of that valuation, net of the pro rata share of the valuation cost. We will confirm who the executors are beforehand, and request copies of the Will and the deceased's death certificate.

- **Documentation:** if, while clearing the house/flat, you come across any warranties or guarantees for major works carried out at the property, or Gas Safe certificates, electrical certificates, building regulations approval, FENSA certificates, etc., please send them to our office, as we may need them during the disposal process. Instructions for fixtures, such as the boiler, should remain in the property – perhaps in a kitchen drawer.
- **Utilities:** the estate will remain solely responsible for utility bills until the keys are given up. When you take the final meter readings for gas, electricity and water and give them to the utility companies, please give us the same information, since we will be unable to take our own readings and advise us of the names of the current utility providers. You should give the Society's name and our London address to the utility companies as the organisation taking over responsibility.
- **Council tax:** for utilities, please make sure that the local authority has the Society's name and our London address as the organisation taking over responsibility for council tax. The estate will remain solely responsible for council tax until the keys are given up.

Vacating to move to a residential home

- **Rent:** the Society recognises that this is a difficult time for the family in organising the move and settling the tenant in the new environment. Please note that until the property has been cleared and you give up the keys, the rent will continue to be due. Do keep us informed of progress and let us know once you have a definite final date.
- **Estate agent:** it is likely that the Society will be putting the property on the market. It would be very helpful if you can suggest the best local agent to use, if you know any. We would then ask you to leave the keys with that agent.
- **Documentation:** if, while clearing the house/flat, you come across any warranties or guarantees for major works carried out at the property, or GasSafe certificates, electrical certificates, Building Regulations approval, FENSA certificates, etc., please send them to this office, as we may need them during the disposal process. Instructions for

fixtures, such as the boiler, should remain in the property – perhaps in a kitchen drawer.

- **Utilities:** the tenant will remain responsible for utility bills until the keys are given up. When you take the final meter readings for gas, electricity and water and give them to the utility companies, please give us the same information, since we will be unable to take our own readings, and also advise us of the names of the current utility providers. You should give the Society's name and our London address to the utility companies as the organisation taking over responsibility.
- **Council tax:** as for utilities, please make sure that the local authority has the Society's name and our London address as the organisation taking over responsibility for council tax. Again, the tenant will remain responsible for council tax until the keys are given up.
- **Equity share:** if the tenant has equity share in the property, the Society will confirm this to you or the person who has power of attorney if applicable. The Society will take the lead in marketing the property, but we will consult with you concerning the asking price and any offers received. We will pay the ex-tenant's pro rata share of the proceeds, net of any costs, once the sale has completed. If it is decided not to sell the property, we will obtain a valuation in agreement with the tenant and pay the equity share on the basis of that valuation, net of the pro rata share of the valuation cost.
- **Forwarding address:** please let us know a correspondence address.* We can also pass these details on to the URC Pension Department.

Ending tenancy for any other reason

- **Final date:** please let us know as soon as you decide on a definite final date for clearing the property and handing over the keys. Until that date, the rent will continue to be due. It will be deducted from your pension or you should continue to pay it by standing order.
- **Estate agent:** if no retiring Minister wishes to move to the property, it is possible that we will be putting the property on the market. If that is the case, it would be very helpful if you can suggest the best local agent to use. We would then ask you to leave the keys with that agent.

- **Equity share:** if you have equity share in the property, we will confirm it with you. The Society will take the lead in marketing the property, but we will consult with you concerning the asking price and any offers received. We will pay your pro rata share of the proceeds, net of any costs, once the sale has completed. If it is decided not to sell, we will obtain a valuation in agreement with you and pay you for your equity share on the basis of that valuation, net of the pro rata share of the valuation cost.
- **Documentation:** if, while clearing the house/flat, you come across any warranties or guarantees for major works carried out at the property, or GasSafe certificates, electrical certificates, Building Regulations approval, FENSA certificates, etc., please send them to this office, as we may need them during the disposal process. Instructions for fixtures such as the boiler should remain in the property – perhaps in a kitchen drawer.
- **Utilities:** you will remain responsible for utility bills until the keys are given up. When you take the final meter readings for gas, electricity and water and give them to the utility companies, please give us the same information, since we will be unable to take our own readings and advise us of the names of the current utility providers. You should give the Society's name and our London address to the utility companies as the organisation taking over responsibility.
- **Council tax:** as for utilities, please make sure that the Local Authority has the Society's name and our London address as the organisation taking over responsibility for council tax. Again, you will remain responsible for council tax until the keys are given up.
- **Forwarding address:** before you move out, please make sure we have your new address and telephone number.* We can also pass these details on to the URC Pension Department for you.

*We will send you a form/checklist to make sure that everything is covered, which you will send back to us.