

# FACT SHEET: Ending Your Tenancy

## How do I end my tenancy?

You need to tell HFHA that you want to end your tenancy in writing. This notice must be signed and dated by you and include:

- The date you will leave (all your belongings removed, and keys handed back)
- The reason you are ending your tenancy (if any)
- Your forwarding address.

You can send your advice to us by post, fax, email or in person.

If you want to leave because you are having problems at your home, please talk to your Housing Manager first. Solutions can usually be found for problems including trouble with neighbours, rent arrears or repairs and maintenance issues.

## How much notice do I have to give?

You need to provide 14 days' notice if you are on a fixed term agreement or 21 days' notice if you are on a periodic agreement. No notice is required if you are leaving because you are a victim of domestic violence.

## Leaving your property

Most tenants take good care of their property. When you move out, you need to leave the property in the same condition as when you moved in, less fair wear and tear. This is set out in your Property Condition Report.

We will charge you for the cost to fix any damage you have caused or to remove any items that you leave behind. It is usually much cheaper for you to do this yourself before you hand back the keys.

Leaving your property in the same condition as when you moved in means that someone else who needs a home can move in quicker.

## Removing your belongings and rubbish

You must remove all your belongings from the property, including any rubbish. If you have a lot of rubbish or items to dispose of you can:

- Contact your local council to arrange a free council pick up (not available in all areas)
- Take them to the local tip
- Arrange a skip bin or rubbish removal service
- Post them to Gumtree or Facebook Marketplace if they are in good condition.

\$

On average, we charge tenants \$100 to remove each large item left behind. It is usually much cheaper to do this yourself before you vacate.

### Fixing any damage

You must fix any damage you or your visitors have caused before you return the keys. This does not include the normal wear and tear that happens to a property from everyday use.

You must also remove any alterations or changes you have made to the property such as picture hooks, security measures and air-conditioning units.

Damaged items that cannot be repaired, for example fly screens, curtains or blown light bulbs, must be replaced.

### Cleaning the property

After removing all your belongings and fixing any damage, you need to leave your property clean for the next person who moves in.

\$

If you do not clean your property we will employ cleaners and charge you the costs. On average, we charge at least \$200 for cleaning.

### Cleaning checklist

Use this checklist to make sure you clean the property to the standard we expect:

- Kitchen – stove top, grill, oven and exhaust fan
- Bathroom – tiles, toilet, bath/shower, sink and mirrors
- Windows – inside and outside including frames, glass and blinds/curtains
- Walls, doors and skirting boards – remove all stains, dirt, hooks/nails and stickers
- Cupboards – clean inside and outside
- Floors – vacuum carpets, mop floors and tiles
- Garden/balcony – remove cobwebs, sweep/mop, mow lawn and remove weeds
- Clean all light switches and power points
- Remove all rubbish and belongings
- Fix any damage.

### Other things to do before you leave

Don't forget to:

- Make sure your rent and non-rent accounts are up to date
- Inform your utility, internet, phone and pay TV providers
- Inform Centrelink
- Re-direct your mail
- Return the keys and any passes to HFHA on the last day of your tenancy.

Speak to your Housing Manager if you are unsure about what you need to do before you leave your property.

HFHA will conduct a pre-vacate inspection with you at your property and will tell you if there is anything you need to pay particular attention to.

