

# Stevenage Borough Council

The way your home  
should be left

(the Leaving standard)



Over the following pages, we will tell you the standard we expect you to leave your home in when you end your tenancy. This complements the advice given on the back of the 'Ending your Tenancy' form. If you have any questions about the standard please contact your tenancy advisor on 01438 242666 or email [tenancyservices@stevenage.gov.uk](mailto:tenancyservices@stevenage.gov.uk)

## Furniture and white goods

Please remove all furniture, fridges, freezers, cookers, laminated flooring, carpets, underlay and lino from your home unless we agree they can be left. Foam-backed carpets stuck to the floor must be removed and all remaining foam scraped away. Carpet grippers can be left except on the stairs.

Arrange for items to be collected before you vacate the property. We have a junk collection service that you can book to remove up to six bulky household items (three refuse sacks = one item) from your property. This costs £68.75 (or £52.00 for concessions). If you have lots of items to clear, we may be able to collect those at a further charge. Just contact us for a quote. For further information, contact the Customer Service Centre on 01438 242242. If we have to recharge you for clearing your property after you leave, it will cost you a lot more than the fee for using the junk collection service.

## Decoration

Please leave the property in a good standard of decoration and free from graffiti. Remove stickers, tape, blue tack, nails, pin tacks, hooks and posters from all doors, windows and walls. Fill in holes in plasterwork and replace broken tiles that match.

## Rubbish

Make sure all rubbish is cleared from all parts of your home, including, if you have them, loft and balcony areas, gardens, sheds, greenhouses, garages and stores. Make sure that you get rid of rubbish carefully in the bag and black bin provided or by disposing of it at the household waste and recycling centre on Caxton Way.





## Alterations

If you have made alterations to your home without seeking our written approval, please return these to their original condition. Your tenancy advisor may be able to give you retrospective permission for these alterations before you leave. If they do, you won't need to undo them. Please discuss this with your tenancy advisor.

## Fixtures and fittings

Leave all fixtures and fittings (doors and cupboards, for example) in a good state of repair. Remove fittings that you have installed such as shelves, fitted cupboards and wardrobes. Sometimes you may be able to leave these – please ask at your inspection meeting. If you remove light fittings, make sure that you leave a basic pendant fitting in place.

Do not remove fixtures and fittings such as gas fires, boilers and kitchen units. Replace any broken windows or glass (or provide us with a crime number so the repair can be completed as an insurance claim). We will charge you for damaged or missing items.

## Garden/yard

Leave the garden/yard neat and tidy and in a manageable and safe condition. Cut grass and hedges and fill in ponds or water features. If you have sheds or a greenhouse, we will tell you whether you can leave them on the property.

## Cleaning standards

Clean the property thoroughly. Sweep or mop all floors. Clear and clean your kitchen sink, all kitchen cupboards and work surfaces. Clean and disinfect toilet(s), wash-hand basin(s), taps and the bath or shower. If we discover an infestation in your home caused by your neglect, we will charge you for dealing with it.

## Gas and electricity

Leave any meter keys or cards at the property. Tell your suppliers what your final meter readings are when you leave.

For information on which people you need to tell that you are moving, see the council's leaflet, 'The Costs of Moving.'

## Keys

Return the keys given to you when you were allocated the property (and any duplicate keys). These are the keys for each external door of your property, as well as keys you received for any sheds, garages or stores. Return communal keys, fobs and parking permits. Leave window key-locks in the property. We have a record of how many keys we gave you when you moved in and expect the same number to be returned.



## Leaving your home in an unsatisfactory condition

If you leave incomplete any work that you are responsible for doing (repairing damage and clearing away rubbish, for example) we will do it and charge the cost to you. If you have reported any outstanding repairs that are our responsibility to fix, we will do this before someone else moves in, and we won't charge for these repairs.

If you fail to pay these recharges, we will take legal action against you to recover payment. If you continue to owe us money after you leave, future landlords may refuse to rehouse you.

We will not usually allow our council tenants to transfer until their home is brought up to an acceptable standard.