

End of tenancy bonus



maidenhead
and district
housing association



bridgewater
housing



furnival housing

 housing
solutions group



End of tenancy bonus

If you leave your home in good condition when you move out you could qualify for a £100 end of tenancy bonus.

The bonus is a reward for meeting all the terms and conditions of your Tenancy Agreement when you move through a transfer or when you end your tenancy with us.

Saving money

It also saves us money. We aim to spend a maximum of £1,000 excluding major works like kitchen refurbishments, on getting an empty property ready for the next tenant. It costs us a lot less if you leave your home totally empty and in good condition when you move out.

If you are moving out and want to qualify for the £100 bonus then you have to help us reduce this cost substantially by doing the following:

- Tell us you are leaving or moving – You will have to give us 28 days written notice that you will be leaving the property and allow us to inspect the property before you move out. If you are transferring you do not have to give us 28 days notice. Please contact us if you are acting on behalf of a tenant who has recently passed away and you need to know what to do before returning property keys.
- Pay your bills – All your rent payments have to be up to date when you return property keys, with no arrears, when you leave. There can be no overpayments of housing benefit on your rent account. You also have to pay all your gas, electricity and water bills.
- Pay for any damage to the property or put it right – there must be no tenant recharges such as the cost of replacing missing doors, repairing any damage to the property or any clearances.

- Leave your home completely empty – All carpets, curtain rails, lamp shades and even loo rolls and cleaning items must be removed. Check your loft is empty. Garden sheds must be empty, satellite dishes removed and you must remove any rubbish in your garden.
- Leave your home clean – You must clean the property thoroughly – and don't forget to clean inside cupboards and drawers.
- Making changes – If you have made any changes to the property the work must have been done with our written approval or the property must be returned to the original condition before you leave.
- Return all the keys – All keys must be returned to us on the day you move out. We will need the front and back door keys, all cupboard and window keys and keys or fobs to communal doors. We also need all the gas cards and electricity keys you may have.
- Your tenancy will end on a Sunday – All keys must be returned to our offices by 10 am the following Monday. If you plan to return the keys by post, please note that our Monday morning post does not arrive until after 10 am.

Final check

All empty properties are checked by our Void Officer.

If they judge that you qualify for the end of tenancy bonus you will be sent a cheque for £100 to the new address we have for you within 28 days.

For more details please call our Customer Contact Centre on 01628 543104 or email on: contact@mdha.co.uk



If you would like an audio, large print or a Braille version of this document please call our offices on 0800 876 6060.

Urdu

اگر آپ کرایے داری کے خاتمے پر بونس کے بارے میں اس لیفلٹ کا ترجمہ چاہتے ہیں تو براہ کرم ہمیں فون کریں

Tel: 01628 543076

Hindi

यदि आप किराएदारी की समाप्ति पर बोनस के बारे इस लीफ़्लैट का अनुवाद चाहते हैं तो कृपया हमें फ़ोन करें

Tel: 01628 543076

Gujarati

જો તમારા ભાડાં ભરવાની સમસ્યાઓ અંગેની આ પુસ્તિકાનું તમારે અનુવાદ જોઈતું હોય તો કૃપા કરીને અમને કોલ કરો

Tel: 01628 543076

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਕਿਰਾਇਆਦਾਰੀ ਸਮਾਪਤੀ ਦੇ ਬੋਨਸ ਦੇ ਬਾਰੇ ਇਸ ਲੀਫ਼ਲੈੱਟ ਦਾ ਤਰਜਮਾ ਚਾਹੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ

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