

Ending Your Tenancy Policy

Policy Owner:	Executive Director: Customer Experience
Policy Lead:	Director of Neighbourhoods
Approved by:	Executive Team
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Purpose and scope of the policy

This policy applies to all Moat tenants, meaning all customers who rent a home from us. It doesn't apply to shared ownership customers.

It explains how you, or a joint tenant (or someone who has legal authority to end the tenancy on your behalf) can end your tenancy.

It also explains how we can take legal action to end your tenancy, why we might do this and how we'll support you if we do.

1. How you (or someone who has legal authority to end your tenancy on your behalf) can end your tenancy

- 1.1 You can end your tenancy by giving us written notice, or someone who has legal authority to end your tenancy on your behalf can do this. For example, someone who has power of attorney, or an appointee / deputy appointed through a court order.
- 1.2 The amount of notice you'll need to give will be set out in your tenancy agreement – if you need help, please contact us.
- 1.3 The notice can only be given by letter or by completing a form for legal reasons. Please get in touch if you need this form or any additional help.
- 1.4 If you have a joint tenancy, one joint tenant can end the tenancy on behalf of themselves and you. If you have a joint tenancy and have concerns, please contact us.
- 1.5 You can contact us:
 - by telephone: 0300 323 0011
 - by email customer@moat.co.uk
 - on our online portal [myMoat](#)
 - in person – for example, by visiting one of our offices or arranging for us to meet with you at your home
 - by writing to us at: Moat, Mariner House, Galleon Boulevard, Dartford, DA2 6QE
- 1.6 When we receive your notice, we'll confirm to you:
 - the date your tenancy will end.
 - how much rent or any other sums you'll owe us when your tenancy ends, or any money we'll owe you.
 - the condition you'll need to leave your home in. You'll need to leave your home in a clean and tidy condition and a reasonable state of repair and remove all furniture, rubbish and personal possessions before your

tenancy ends. If you don't, we'll charge you for removal and disposal and any damage not caused by reasonable wear and tear.

- if we need to inspect your home before you hand back the keys - If we do, we'll arrange this with you.
- when and how to return your keys to us.

We will ask you to confirm:

- your contact details and forwarding address.

2. How we can end your tenancy

2.1 We will in most cases work to support you to stay in your home, including offering you appropriate help and advice to meet your tenancy conditions, either directly or by referring you to a specialist advice agency.

2.2 Despite our interventions there will be circumstances that mean we need to apply for possession of a home. This could be where the home has been abandoned, sublet, high rent arrears, a serious breach of tenancy or anti-social behaviour. This is not an exclusive list but is to provide you with an idea of the reasons we may seek possession.

2.3 Any action that we take to end your tenancy will be taken in accordance with internal procedures.

2.4 As signatories to the National Housing Federation's Commitment to Refer we will, if you're threatened with homelessness and give consent, refer you to the relevant local housing authority. The help that you'll be provided will depend on your situation. We may make safeguarding referrals in accordance with our policies if your household includes a child/ren or any adults with care and support needs who are at risk due to the threat of homelessness.

3 Items left in your home after your tenancy ends.

3.1 If any items are left in the home after your tenancy ends, we'll try to contact you to confirm whether you want to collect them. If we can't, we will take steps to dispose of them.

Definitions

- **Power of attorney**, a person who has authority to act on your behalf for legal or financial matters.
- **Appointee of the court**, a person who for a limited time can make decisions about your home or finances.
- **Joint Tenancy** is when two people or more are given an identical and equal trust in a property and are jointly and severally liable for the obligations of the tenancy agreement.

Equality, Diversity and Inclusion

This policy will be delivered in accordance with our Equality, Diversity and Inclusion Policy. An Equality Impact Assessment was completed for this policy and considered as part of the approval process.

Data protection

This policy will be delivered in accordance with our Data Protection Policy. A Data Impact Assessment was completed for this policy and considered as part of the approval process.

Related legislation and regulations

- Housing Act 1985
- Housing Act 1988
- Landlord and Tenant Act 1985
- Protection from Eviction Act 1977
- Human Rights Act 1998
- Equality Act 2010
- Antisocial Behaviour, Crime and Policing Act 2014
- TORT (Interference with Goods) Act 1977
- Homelessness Reduction Act 2017
- General Data Protection Regulations 2018

Guidance

- Commitment to Refer National Housing Federation May 2022

Regulator of social housing

[Proposed Consumer standards \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

Tenancy Standard.

1.2.1 Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.

Related policies and procedures

- Antisocial Behaviour Policy
- Domestic Abuse Policy (Customers)
- Equality, Diversity and Inclusion Policy
- Former Tenant Arrears Policy
- Income Collection Policy
- Safeguarding Adults at Risk Policy
- Safeguarding Children Policy
- Tenancy Fraud Policy
- Tenancy Management Policy

Customer engagement

We consulted customer advocates on this policy in February 2024. 23 customers completed the survey all of which found the policy clear and easy to understand.

Document Revision History (Record of any changes made to the policy)

Date	Changes approved by	Details of changes made