

If you wish to end your tenancy you should complete a Notice to Quit form which can be obtained by contacting the Customer Contact Team on 01508 532000 or from our [website](#). Alternatively, you can write to us heading the letter 'Notice to Quit'. Our address is Saffron Housing Trust, Saffron Barn, Swan Lane, Long Stratton, Norfolk NR15 2XP.

This letter must make it clear that:



- You are giving Notice to Quit.
- You clearly state the address in question.
- You give no less than 28 days' notice, which must end on a Sunday.
- The letter must be signed and dated. If any of these requirements are not fulfilled, the Notice will not be valid. If you are a joint tenant, only one tenant needs to give notice to end the tenancy.
- You clearly state your forwarding address.

Once your Notice to Quit has been received by Saffron you will be written to, to confirm that your notice has been received and the end date of your tenancy. It is important that if you leave your home you formally end your tenancy as above otherwise you will continue to be responsible for rent and any damage incurred to your home, even if you are no longer living there. During the notice period we will arrange an inspection of your home to establish any repairs required and to advise you of any works for which you are responsible.

When you leave your home, you need to:

- Take all your furniture and belongings with you, dispose of any rubbish, and leave your home in good condition, (clean, tidy and reasonably decorated). This includes your garden.
- Ensure that your rent and other charges are paid up to the termination date or the date you leave the property (whichever is the later).
- Notify your local authority's Council Tax Team of your change of address.
- Update your details and change of address if you are in receipt of Housing Benefit or Universal Credit.
- Make sure your keys are returned to us on the Monday following the termination date on the Sunday. If you do not return the keys by this time, the tenancy end date may change, and you will be liable for further rent. If the keys are not returned and no contact is made, the locks will be changed, and the cost charged to you.
- Take readings of any meters and contact your utility companies to advise them you are leaving and give them your new address.
- Arrange for your mail to be redirected to your new home.
- Give Saffron vacant possession of the property. This means do not leave anyone left in the property at the end of the notice period.



Ending a tenancy on death

In the sad event of a tenant's death, please contact us as soon as possible so that we can give you advice on what information we require to assist you at this difficult time. When a tenant dies, we will need a copy of the death certificate, but if this is not available do not delay contacting us.


If there was a joint tenancy, the tenancy will pass to the other tenant upon death. If it was a sole tenancy but there is a close relative living in the home, the tenancy may be transferred to them if he/she has been living there for the last twelve months and a previous succession of tenancy had not taken place. Tenancies cannot always be taken over automatically, and we may need to move the person taking it over to a smaller home.

If it is a sole tenancy and there is no one living in the property we will require a Notice to Quit to be served by someone who is Executor of the Will. We would require a copy of the Will to prove this. If there is no Executor of the Will, a next of kin can end the tenancy by serving a Notice to Quit and we would need confirmation from the next of kin of their relationship to the deceased person. Saffron have a Notice to Quit form for this purpose. If neither of these are available, then Saffron will end the tenancy by Serving a Notice to Quit. In all situations we will require a copy of the death certificate. Under housing law, the death of a tenant does not end the tenancy or the rent liability.

Once the Notice to Quit has been served arrangements can be made by the person acting on behalf of the deceased tenant to clear the property.

Contact us:

 01508 532000

 info@saffronhousing.co.uk

We offer INTRAN, a communication service which provides interpreting and translation services for people who are deaf, hard of hearing or do not have English as a first language. If you require support communicating with us, please contact us using one of the above methods so that we can arrange support with INTRAN.