

Ending your tenancy



how to terminate your tenancy



If you want to end your tenancy you must give at least four weeks' written notice. The notice will start and finish on a Monday.



You can give notice to end your tenancy by writing to us, or by completing a form available from our offices. Whichever method you choose to use, it is important that each tenant/joint tenant signs the notice. If it is not possible for each tenant to sign it please contact our Allocations Team for advice.

When you leave

When you leave your home you must return all keys (including front and back door communal door entry, outhouse, shed, garage and company-run laundrette facilities) to our offices at Kingsley, The Brampton. You will be given a receipt when you return the keys. You may be charged if you do not return all keys.

If keys are handed in after 12.00 noon on a Monday you may be charged an extra weeks' rent.

You should clear the property and the garden of all furniture and possessions, otherwise you will be charged for the cost of their removal.



What happens if the tenant has died?

Where the sole tenant of a property has died we will accept notice to end the tenancy from the next of kin, executor or solicitor.

In these circumstances it will be necessary to provide a copy of the death certificate. There is a form available specifically for these circumstances.

Where a tenant has died but a joint tenant, partner, relative or other person is still living in the property, it is important that you contact us immediately and we will advise on the necessary action to be taken.

What happens if you are unable to end your tenancy?

If you have moved into residential care, are in hospital or are not well enough to end the tenancy yourself, then your affairs can be dealt with by a relative or appointed person. In this situation we will need confirmation from a solicitor, social worker, or care home manager that it is appropriate to end the tenancy. A form designed for this situation is available from our offices.

Where the tenant (s) are no longer living at a property but a joint tenant, partner, relative or other person is still living there, please let us know. We will advise you on the necessary action to be taken.



This information can be made available in

- Other languages
- Large print
- Braille
- Audio tape
- Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your feedback, whether good or bad, to help us improve our services.

Please contact us if you have a comment, compliment, suggestion or complaint to make about any aspect of the service we provide.

How to contact us



By telephoning
01782 635200

By minicom
01782 854993

By fax
01782 715498

By writing to
Aspire Housing
Kingsley
The Brampton
Newcastle under Lyme
Staffordshire
ST5 0QW

By visiting our offices
By emailing us
enquiries@aspirehousing.co.uk
Via our website
www.aspirehousing.co.uk

word|for|word

APPROVED BY ASPIRE HOUSING CUSTOMERS