



Guidance on the Condition of Property at the End of Temporary Tenancy

This leaflet provides guidance on the condition your property should be left at the end of your stay in temporary accommodation.

This leaflet can be made available on request in a variety of different languages and formats such as large print, audio format or Braille.

The Council is generally referred to as “we” throughout this leaflet. Tenants are normally referred to as “you”.

Pre-Tenancy Termination Inspections

We try to carry out Pre-Tenancy Termination Inspections (PTTI) before households move out. That means we visit you to discuss any issues or repairs which need to be done before the end of your tenancy.

We do this for all households whether they are transferring to permanent accommodation with either the Council or Orkney Housing Association Ltd or those who are leaving our accommodation as we only have a short term duty to accommodate them, under the homelessness legislation.

Repairs

You may be asked to complete certain minor repairs, yourself, prior to the end of your stay in temporary accommodation.

These repairs may include but are not limited to:

- Removing all shelves, pictures, hooks, screws etc from walls.
- Filling holes left in walls from picture hooks, screws, satellite cables, telephone extensions etc ready for decoration.
- Where improvements have been carried out by tenants, i.e. installation of shower, tiles, additional kitchen units, erection of shed, own light fittings etc, they may be asked to reinstate the property to its original condition prior to the termination of the tenancy.
- Ensuring the property is left in a clean and tidy condition.
- Ensuring furnishings are left in undamaged and clean condition.
- Ensuring there are no items left in the loft.

You will also be asked to make sure that all appliances are wiped down, all cupboards are washed inside and out and that skirtings and facings are wiped down. In addition you should remove all personal belongings.

If any of the following apply:

- You do not carry out the repairs we agree.
- The property requires cleaning.
- The property requires redecoration.
- Damage has been caused to the property or furnishings.

The Council will arrange for this work to be carried out and you may be recharged accordingly. We have a separate leaflet entitled Rechargeable Repairs which outlines the likely cost of any recharge.

If you leave personal belongings in the property, we may arrange for these to be stored temporarily. We may pass on a charge for this. We will contact you to arrange for you to collect the items and provide a timescale for the disposal of the items if you fail to collect them. We are not responsible for any loss incurred as a result of leaving items in the property.

You are asked to make sure that you arrange for the disposal of all household rubbish before vacating the property. Larger items can be collected for disposal by arrangement with the Waste Management Unit, Orkney Islands Council on 01856873535 extension 2325.

You should also inform Scottish and Southern Energy (SSE) of the date you are leaving the property, and give them up-to-date meter readings. The electricity supply should be changed into the name of Orkney Islands Council on the date the keys are returned. If you have a card or key meter, please ensure that it is in credit when you vacate the property. Please leave the key for a key meter in the property.

Please also arrange for all mail to be re-directed at the Post Office as the Housing Service cannot accept responsibility for mail that does not reach you after your keys are returned.

You should also complete a Council Tax Change of Address form to make sure your Council Tax charges are changed as a result of your move. You should also advise the Housing Benefit Section and Department of Works and Pensions if relevant.

If you are being permanently rehoused by the Council under the homelessness legislation, you may be interested in our leaflet 'Permanent Accommodation'. Please ask us for a copy of this leaflet. This leaflet includes information on getting help with furnishings for those who are on benefits or a low income.

If we have stored your furniture while you were in temporary accommodation, we will arrange for your furniture to be removed from storage and delivered to your new home. A charge may be made for this.

Further Information

Further information is available by contacting the Homelessness and Advice Section, Housing Services at the address and telephone number below.

If you wish to make any comments on this leaflet, or any other aspects of our homelessness services, please contact our Homelessness Section.

Contacts

Homelessness and Advice Section

Address: Housing Services, Orkney Islands Council, School Place, Kirkwall, KW15 1NY.

Telephone: 01856873535.

Email: homeless@orkney.gov.uk

Housing Management Section

Address: Housing Services, Orkney Islands Council, School Place, Kirkwall, KW15 1NY.

Telephone: 01856873535.

Email: housing@orkney.gov.uk

Housing Benefit Section

Address: Finance Division, Orkney Islands Council, School Place, Kirkwall, KW15 1NY.

Telephone: 01856873535 extension 2145.

Fax: 01856876158.

Email: benefits@orkney.gov.uk

Council Tax Section

Address: Finance Division, Orkney Islands Council, School Place, Kirkwall, KW15 1NY.

Telephone: 01856873535 extension 2126.

Fax: 01856876158.

Email: revenues@orkney.gov.uk

Orkney Housing Association Ltd

Address: 39a Victoria Street, Kirkwall, KW15 1DN.

Telephone: 01856875253.

Fax: 01856876764.

Email: enquiries@ohal.org.uk

