

Termination of tenancies

a guide for relatives or friends of someone who is moving into permanent residential or nursing home care



The following information has been produced as a guide for relatives or friends of a council tenant who is moving into permanent residential or nursing home care and leaving an empty council property.

Whenever a council tenant leaves a council property it is important that the council is notified. Only the named person or persons on the tenancy agreement can remain in the property.

When a tenant moves into permanent residential or nursing home care the care home will need to write to housing services confirming that the tenant is now in their care. Please see contact details on the back of this leaflet.



What happens next?

Once you have notified housing services we will arrange a convenient appointment for our property liaison officer to visit the property and complete all relevant paperwork and advise on arrangements to terminate the tenancy.

Paying the rent

Rent is still payable on the tenancy until the keys are returned.

Legal termination of the tenancy will always be on a Monday before 12 noon. Therefore, if the keys are returned after 12 noon on a Monday, or on any other day, the tenancy will end the following Monday.

If the tenant is in receipt of housing benefit this will be cancelled from the Sunday following the date the tenant is made a permanent resident of the nursing or residential home and the home confirms this to us in writing. Full rent for the council property will become due at this point up until the tenancy is ended.

Reading the meter

Gas and electric meters should be read and utility companies notified.

Moving out

Our property liaison officer will advise on the removal of fixtures from the property. Carpets and flooring can generally be left at the property if they are in good condition. Furniture and other items should be removed from all areas of the property including the loft, garage and outhouse.

If there is any unwanted furniture to dispose of there are a number of ways including hiring a skip or arranging a house clearance - many charities also collect furniture.

You will be advised if non standard items can be left at the property.

For further information please contact Housing Services on 0300 555 2345.

Useful contacts

Housing Services

0300 555 2345

Access to adult social care

0300 555 0055

Council tax and housing benefits

0300 555 8100

Revenues (council tax and business rates)

0300 555 8000

Callpay (24 hour automated payment line)

0300 555 7000

Age UK

01384 354508

If you require any assistance with regards to this document or would like to request an interpreter, large print or audio version, please contact the equality and diversity unit on 01384 813400