

# Leaving your home in good condition



How you  
can claim  
**£75**  
when you  
move out

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**বাংলা** *Bengali* আপনার যদি এই ডকুমেন্টটি বিভিন্ন আকারে, ভাষায়, বড় ছাপায়, ব্রেইল অথবা অডিওটেপে প্রয়োজন হয় তাহলে অনুগ্রহ করে এই পৃষ্ঠার নিচের যোগাযোগের বিবরণটি কাজে লাগিয়ে আমাদের সাথে যোগাযোগ করুন।

**中文** *Chinese* 如果您想收到本文件的不同格式版本、其他语言版本、大字体版、盲文版或录音磁带，请按照本页末尾的联系方式与我们联系。

**हिंदी** *Hindi* यह दस्तावेज विभिन्न आरूपों में, भाषाओं में, बड़ी छपाई, ब्रेल या ऑडियो टेप के रूप में चाहते हैं तो कृपया इस पन्ने के नीचे दिये गए संपर्क व्योरे का उपयोग करके हमसे संपर्क करें।

**Magyar** *Hungarian* Ha Ön eltérő formátumban, más nyelven, nagy betűs nyomtatással, Braille írással vagy hangszalagon szeretné megkapni ezt a nyomtatványt, lépjen érintkezésbe velünk a lap alján található kapcsolat felvételi címek használatával.

**Latviešu** *Latvian* Ja jums šis dokuments ir nepieciešams dažādos formātos, valodās, lielā drukā, Braila rakstā vai audioierakstā, lūdzu, sazinieties ar mums izmantojot kontaktinformāciju šīs lappuses apakšā.

**Lietuviškai** *Lithuanian* Jeigu jums reikia šio dokumento kitais formatais, kalbomis, dideliu šriftu, Brailio raštu arba įrašytu į garsajuostę, prašome susisiekti su mumis, naudojant šio puslapio apačioje pateiktus kontaktinius duomenis.

**Polski** *Polish* W przypadku zainteresowania wersją dokumentu w innym formacie, języku, wydaniem drukowanym dużą czcionką, pisany alfabetem Braille'a lub w formie nagrania, prosimy o kontakt. Dane kontaktowe podano na dole strony.

**ਪੰਜਾਬੀ** *Punjabi* ਇਹ ਦਸਤਾਵੇਜ਼ ਅਲੱਗ ਅਲੱਗ ਸਰੂਪਾਂ, ਭਾਸ਼ਾਵਾਂ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿ੍ਰਪਾ ਕਰਕੇ ਇਸ ਪੰਨੇ ਦੇ ਹੇਠਲੇ ਹਿੱਸੇ 'ਤੇ ਦਿੱਤੇ ਸੰਪਰਕ ਵੇਰਵੇ ਦੀ ਵਰਤੋਂ ਕਰਕੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

**اردو** *Urdu* اگر آپ کو یہ دستاویز مختلف اشکال، زبانوں، جلی حروف، بڑیل یا آڈیو ٹیپ میں درکار ہو، تو براہ مہربانی اس صفحے کے نیچے حصے میں دی ہوئی رابطہ تفصیلات استعمال کر کے ہم سے رابطہ کریں۔

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Business Reply Plus  
Licence Number  
RSCG-TTJ-ECZG

Derwentside Homes Limited  
Greengates House  
Amos Drive  
Greencroft Industrial Park  
Stanley  
DH9 7YE



### Customer Services

Derwentside Homes,  
Greengates House,  
Amos Drive,  
Greencroft Industrial Park,  
Stanley,  
County Durham  
DH9 7YE



0800 783 9295 or 01207 521 100



customer.services@derwentsidehomes.co.uk



www.derwentsidehomes.co.uk

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## The cash incentive scheme

This information sheet details the standards to be achieved in order for you to be awarded the £75 incentive.

You will need to give 28 days notice of your intention to leave the property.

A Tenancy Services Officer must inspect your home while you are still living in it.

You will be allowed to make a claim for the incentive if the following criteria are met. You must:

- give the required notice that you are leaving, normally four weeks
- hand in your keys by midday on the Monday that your tenancy ends
- leave your home and gardens clear and free of rubbish
- have a clear rent account for 8 consecutive weeks prior to termination of tenancy
- leave no other debts owed to Derwentside Homes
- have no outstanding breaches of the tenancy agreement
- allow viewings of your home to prospective tenants during the termination period and provide a forwarding address

Once you leave the property we will inspect the property again and provided you meet all the criteria, and you have made a claim for the incentive, we will forward a cheque for £75 to you.

## Meeting the criteria

### Keys

Two sets of keys to be provided for the front and back doors and where applicable.

### Furniture / White goods

All furniture, fridge, freezers, cookers, carpets, underlay, carpet gripper, lino and curtains to be removed from the house. Foam back carpets stuck to the floor must be removed and all foam scraped off the floor. You must arrange for furniture packages to be collected prior to you vacating the property.

### Decoration

The standard of decoration in the property should be in good condition and free from graffiti. Stickers, tape, "blu tack", nails, pin tacks, hooks and posters should be removed from all doors, windows and walls. Any holes in plasterwork to be filled.

### Alterations

All modifications/alterations to the property must be removed and made good unless agreed with the Tenancy Services Officer when the property is first inspected e.g. showers to be removed; walls to be re-instated if through rooms have been created.

### Fixtures and fittings

All fixtures and fittings e.g. doors, cupboards to be in a good state of repair. Where light fittings are removed, a basic pendant fitting should be provided.

### Rubbish

All rubbish to be cleared from the house (including the loft areas), garden, sheds/outhouses and garage, where applicable.

Please note that rubbish should be disposed of carefully. Please contact Durham County Council for a list of waste disposal sites where you can dispose of any household effects.

### Garden

The garden should be neat and tidy grass/hedges cut, borders tidy and paths clear and swept.

## Cleaning standards

### Kitchen

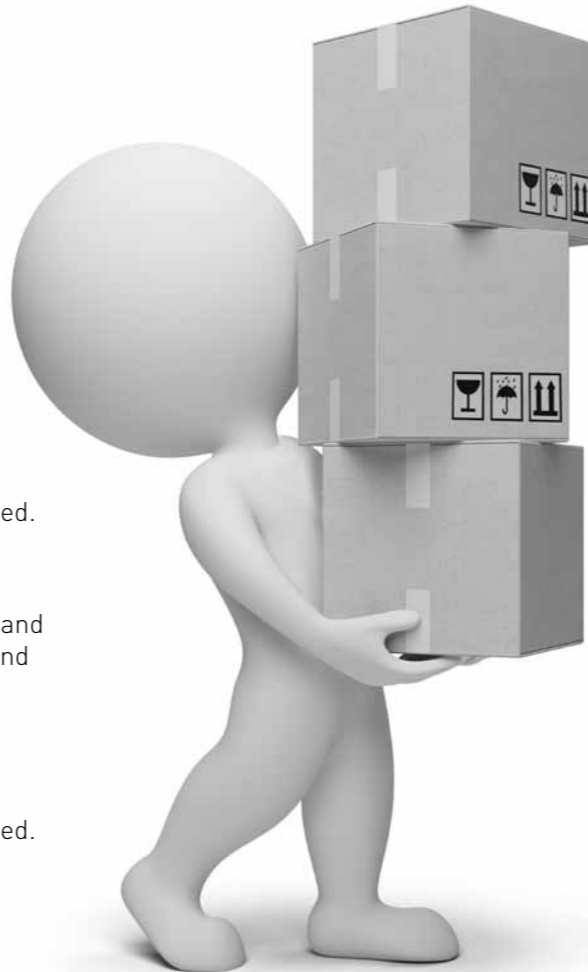
- All kitchen cupboards to be cleared cleaned and disinfected inside and out.
- Kitchen sink and work surfaces to be cleaned and disinfected.
- Floor to be swept and mopped.
- Electrical switches, sockets and radiators to be cleaned.
- Windows and frames to be cleaned.

### Bathroom

- Clean and disinfect toilet (inside and out), wash hand basin, all taps and bath/shower.
- Floor to be swept and mopped.
- Radiators to be cleaned.
- Windows and frames to be cleaned.

### General

- All floors to be swept/mopped as appropriate.
- All windows and frames, electrical sockets and switches, woodwork, doors, frames and skirting boards and all radiators to be cleaned.
- All cobwebs to be removed throughout property.



## Cash incentive claim form

I / We, .....

of (new address): .....

..... postcode: .....

wish to make a claim for the £75 cash incentive for leaving my Derwentside Homes property

at (old address): .....

..... postcode: .....

in good condition. I understand the qualifying criteria and confirm that this has been met

Signed: .....

Date: .....

Please complete, detach and return this completed form. No stamp required.

### Office use only (please tick if met)

Rent check

Property check

Keys

No tenancy enforcement issues

Alterations

TSO signature: ..... Date: .....

TSO claim approved: ..... Date: .....