

Centacare Evolve Housing Fact Sheet

Moving Out

If you want to move out, please tell us in writing. You need to do this two weeks before you intend to hand the keys back. This is a legal requirement. You can't just tell us over the phone. If you don't tell us that you're leaving, we might think that you've abandoned the property. When people abandon their home, we:

- dispose of anything that's been left behind, unless the items are worth more than \$300
- reallocate the home to someone else.

If you do not give us two weeks' notice before you leave, we will charge you rent in lieu of notice.



What if you have to leave your home in an emergency?



If you are in an emergency situation, please contact **000** immediately or call the Family Violence Response and Referral Line on **1800 633 937**. They are open 24 hours, seven days a week.

It's still important for you to contact us. If you don't, we might think you have abandoned your home. You can talk to us about coming back safely to the property and we can offer you support with referrals to Housing Connect or other services that may be able to help you.

Can Centacare Evolve Housing ask you to leave?

Centacare Evolve Housing can ask you to leave.

This can happen if:

- you breach your lease
- your lease is coming to an end.

If we issue a Notice to Vacate and it is not remedied or you do not leave, we can take the matter to the Magistrates Court of Tasmania and apply for an Order of Vacant Possession. This is a court order giving us possession of the property and you will need to leave.

The home needs to be in good condition before you go

When you leave, the home should be in good condition. There's more information about this below. We've also provided a useful checklist. This explains what you need to do before you move out. You need to have the carpets steam cleaned before you move. And you need to send us the receipt for this.



Centacare Evolve Housing will inspect the home when you leave

After you leave, Centacare Evolve Housing will inspect the home. We will check to see if the home is in the same condition as it was when you moved in.

We accept some damage caused by fair wear and tear. We explain what wear and tear is on the next page. If there is a lot of damage, you will either have to fix this, or pay for us to fix it.

What is fair wear and tear?

General wear and tear can happen over time. For example, the carpet in a busy hallway may get worn down. Or the paint on the outside of the house may fade.

When we inspect the property we will talk to you about what is considered fair wear and tear. Damage such as broken glass (windows and shower screens), damage to walls and doors, untidy gardens and rubbish that needs to be removed – are not considered to be fair wear and tear.

What happens if there is damage to your home?

If there is any damage to your home, you are responsible for having it repaired. Even if the damage was done by someone else, such as a visitor to your home, it is your responsibility. If the damage was caused by a problem like a break in or family violence, you should tell the police. In this situation, you may not have to pay the cost of fixing the damage if you can provide evidence to support it.

Centacare Evolve Housing is the nominated repairer. If you need something repaired or replaced you need to call us first on (03) 6173 0061. We have people who work with us to fix the damage. If the damage was caused by yourself or someone at your house, we will pass these costs on to you and you will need to pay for them. Costs can add up so it is a good idea to look after your home as best as you can.

What happens if you owe us money?

If you can't pay the bill when you move out, you will owe a debt to Centacare Evolve Housing.

This includes any:

- unpaid rent
- bills for damage or cleaning.

You will need to pay us back. We won't be able to offer you another home until most of the debt is repaid.

What happens if you leave things behind?

If you move out you need to take all your belongings with you. If you leave things behind, we will dispose of them and charge you for the cost to do this. It is not cheap. If you have any rental items you are responsible for taking these items with your or contacting the business to come and collect them. If the items you abandoned are over \$300 in value we will make an inventory of the items and may have to take this list to court to work out what to do with the things if they are of value.

What if someone breaks in?

You need to call the police if someone breaks in before you have moved out and returned the keys. Please keep the doors and windows locked when you're not at home.

Returning the keys

You can return the keys when you have:

- moved all your things out
- cleaned the home and returned it to as near as original condition as when you moved in
- made good any repairs that are needed.

We will keep charging rent until we have received the keys. Or we will pass the cost on to you to replace the keys.

Can you get a reference?

Centacare Evolve Housing can give you a reference. We can only do this for the person who signed the lease, not for everyone who lives with you.

In our reference, we will say whether or not you:

- paid the rent on time
- kept the house in good condition
- maintained the conditions of your lease.

If you need a reference please talk to us.

A checklist for moving out

- Remove all the furniture and belongings before you start cleaning
- Make sure all your stuff is removed, including things you don't want anymore
- Get the carpets steam cleaned
- Send the receipt for the steam cleaning to Centacare Evolve Housing
- Clean the heater filters, or have the flue cleaned if there is a wood heater
- Clean the kitchen, bathroom, laundry and toilet
- Wash out all the drawers and cupboards
- Clean the stove top, hot plates, grill and oven
- Wash the walls, ceilings and floors
- Clean the windows inside and out
- Clean the window tracks
- Mow the lawns and remove the grass clippings

- Tidy the garden, including pruning the bushes and trees, weeding and removing green waste

- Clean the front and back doors

- Make sure the floors are in the same condition as when you moved in. If you have used your own floor coverings, you will need to remove these.

- Remove all rubbish, both inside and out
- Store the clean and empty wheelie bins in the laundry
- Make sure any damage is fixed
- Disconnect the power, phone and gas
- Have your mail redirected through Australia Post
- Lock all windows and doors
- Return the keys to Centacare Evolve Housing
- Tell Centacare Evolve Housing your new address