

# Ending Your Tenancy

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When you're moving house, it is a very busy time. However, there are some things you must do so Ecclesia Housing can arrange your bond refund and finalise your account.

1. The first step is to contact Ecclesia Housing Limited on 9890 6500 to give **three weeks**' notice.
2. If you know your forwarding address it is important that you inform Ecclesia Housing.
3. If you wish to have any refunds transferred directly to your account, please ensure you advise us of your bank details (bank account number and BSB).
4. In turn we will notify the bond board accordingly and all monies that you may be entitled to will be transferred directly to your nominated account.
5. **Your rent and water must be paid out in full before you move out of the property.**
6. **Your accommodation must be left clean.** This includes:
  - Removing all rubbish and placing it in the bin
  - Cleaning/scrubbing the shower, bath tub and toilet
  - Clean the kitchen sink.
  - Clean the kitchen cupboards (inside and out)
  - Mop all tiled, vinyl or wooden floors
  - Vacuum all carpets
  - The carpets may have to be steam cleaned, depending on their condition. In longer tenancies the carpet will definitely need to be steam cleaned.
  - Any marks on the walls that can be cleaned, should be removed
  - Any furniture in the premises that belongs to the property should be clean and undamaged
  - Do you have a yard or garden? It is your responsibility to ensure garden beds are tidy and the lawns mowed
7. **All of your belongings need to be taken with you, removed from the property.**
8. **Your keys must be returned to our office or given to your support provider.** Until we receive the keys or your support worker informs us that they are in possession of the keys, **we may continue to charge you rent.**
9. **If you pay your own utilities (electricity, gas, landline/home phone) it is your responsibility to contact the relevant utility provider and advise them of your move out date for them to disconnect the service.** If you fail to do this, you will be charged for the next tenants usage.

If you have any questions, please don't hesitate to contact our office on 02 9890 6500.