

**Vacating Checklist**

 This checklist should be used as a guide and completed at the time of vacating a tenant.
This will ensure we have all the relevant tenant details and documentation, for compliance purposes.

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| Tenant Details |
| Tenant name |       |
| Address |       |
| Organisation Number |       |
| ITV notification received |      /      /      | Received by | Choose an item. |
| Vacate date  |      /      /      | ITV form completed | **YES** [ ]  | **NO** [ ]  |

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| Greentree Actions for Tenancy Officer |
| Action  | Attachment / Notes |
| Post ITV form out to tenant if not completed | An ITV form should be send for completion to tenant as soon as practical. [ ]  |
| Raise a SR for a pre-vacancy inspection | Pre-vacancy inspections must be completed seven (7) days prior to the vacancy date. Follow pre-vacancy checklist [ ]  |
| Raise a follow up | Three (3) day follow up created to confirm ITV is on track & to discuss key return process [ ]  |
| Raise a SR to vacancy  | Attach ingoing inspection - if no ingoing make mention in notes as well as any related info re property condition prior to outgoing inspection  |
|  | Clearly note where the keys will be returned to including: [ ]  The key tag number [ ]  Note if we hold no keys [ ]  Where the keys are [ ]  Where the tenant will leave/return their set of keys to |
| Raise a CR to Allocations | General notes - Local Intel re area and/or neighbours [ ]  |
| Finalise rent calculation | Calculate remaining rent owed up until agreed vacate date and cancel Centrepay [ ] Save cancellation receipt to Greentree [ ]   |
| During Follow Up (Tick Box Once Completed) – Tenancy Officer |
| Check for outstanding debt or Credit |[ ]
| Get bond release form signed for any debt (if not obtained at pre-vacancy inspection) |[ ]
| Get bank details for any possible credit |[ ]
| Discuss keys return options – update SR to Vacancy if required |[ ]
| Update the following custom fields with:  |
| [ ]  Termination Reason | [ ]  Reason for Leaving | [ ]  Where House Next |[ ]
| Record forwarding address in GT |[ ]

| Actions When Tenant Not Vacating or Vacate Date Delayed (Tick Box Once Completed) |
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| HM **must** send an email to the Vacancy and Allocation teams notifying them of the delay and/or changes |[ ]
| HM **must** update the ITV SR to reflect any changes agreed  |[ ]
| Update new vacate date      /      /      |[ ]
| Actions After Tenant Has Vacated (Tick Box Once Completed) |
| HM **must** check keys returned against key record or, |[ ]
| If agreed with tenant to leave the keys at the property, confirm with Property Officer for keys returned |[ ]
| HM **must** check if outgoing report was received from Property Officer via email |[ ]
| HM **must** enter vacate date and key return date as the same date & tick tenant vacated Box in Greentree |[ ]
| HM **must** enter the vacate date in the property custom field |[ ]
| HM **must** raise a communication to Allocations, Vacancy and Income Management to advise that the property is now vacant |[ ]
| HM **must** save this checklist to the ITV Service Request |  |[ ]
| HM **must** hand hardcopy file To Income Management  | Handover date      /      /      |[ ]
| For Regional, Team Leader will collect files and hand to Income Management  | Handover date      /      /      |[ ]

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| **Additional Notes** |