

MOVING HOUSE?



If you've found another place to live, you need to give us 21 days written notice.

There are many reasons you may want to move to another house:

- you may have a new job in a new area or your children have changed school
- your family may have increased and you no longer have space for everyone
- your family may have left home and you have more room than you need
- your house may no longer meet your needs due to a medical reason or disability.

If you want to move, talk to us – you can call us on 0800 801 601 any time. We'll talk with you about your situation, your housing needs and what housing options you may have. Your options might include moving to another Housing New Zealand house or a private rental property. We may be able to help you stay where you are or even buy your own home.

Moving to another Housing New Zealand house

If we find another Housing New Zealand house for you and you leave your house clean, tidy and undamaged and your payments are up to date, we will ask the Department of Building and Housing to transfer your existing bond so that you do not have to pay a new one. We'll also arrange for any rent you've paid in advance to be transferred to your new house.

You'll need to arrange your furniture removal and to have your telephone and power connected at your new house.

Found somewhere else to live?

If you've found another place to live, you need to give us 21 days written notice of your intention to move. The 21 days starts when we receive the notice, not when you write it. You can give notice by filling in a Notice to End Rental Agreement form, available by calling the Customer Services Centre on 0800 801 601 or by writing a letter. Your notice must include your forwarding address.

If you leave your house clean, tidy and undamaged and your payments are up to date, we will ask the Department of Building and Housing to refund your full bond.

What happens after you've given notice?

Within 48 hours of getting your notice, we will send you a 'moving out' checklist and arrange to inspect the property. We will check the Property Condition Report that we completed when you moved in. If there is any damage, we will discuss arrangements for repairs and payment with you.

You need to arrange for us to collect the keys from you at the house by ringing 0800 801 601. We'll do a final inspection, check any repairs and send you a final statement showing the rent you've paid and any money you owe.

Talk to us on 0800 801 601

If you would like more details about any information in this fact sheet, or have any queries about Housing New Zealand, please call our Customer Services Centre free, any time on **0800 801 601** or visit our website www.hnzc.co.nz

If you have a hearing impairment, you can contact us using the NZ Relay Service on www.nzrelay.co.nz, or you can fax 0800 201 202.

Changed your mind?

If you decide you don't want to move after all, call us as soon as possible to see if you can stay.

If you want to leave before the 21 days notice is up, talk to us on 0800 801 601. In some areas there is high demand for our houses, and you may be able to leave sooner. If so, you will only have to pay rent until the new tenant moves in, rather than the full 21 days.

Find out more

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If you have a hearing impairment, you can contact us using the NZ Relay Service on www.nzrelay.co.nz, or you can fax 0800 201 202.

Moving out checklist

When you moved into your home, you paid some money as a bond. The Department of Building and Housing holds this bond and will refund it to you if you leave your home clean, tidy and in good condition and your payments are up to date. Otherwise, your bond may be used to pay for repairs or for money you owe us.

You can use this handy checklist before you move out to remind you to:

- clean the sink, kitchen bench, oven and stove
- clean cupboards inside and out
- clean the bathtub, shower, basin and toilet
- wash the walls and ceiling, particularly in the kitchen
- clean light switches and light shades
- wash windows inside and out
- replace any cracked or broken windows
- wash the floor
- remove all house and garden rubbish as well as personal belongings, including from under the house or in sheds, garages and the attic
- tidy and weed the garden
- trim hedges
- mow the lawns and sweep paths
- disconnect your electricity, gas and telephone
- arrange for your final power and telephone accounts to go to your new address
- tell your friends and family your new address and telephone number and fill out a change of address form available at your New Zealand Post Shop or by going to www.nzpost.co.nz.
- arrange for us to pick up the keys and do a final inspection
- pay your rent up to the date that you leave – call us on 0800 801 601 if you're not sure what you owe.



Your bond is returned if you leave your house clean, tidy, in good condition, and your payments are up to date.