

Ending your tenancy with Hume Fact Sheet



There are several reasons that a tenancy may need to be ended. This fact sheet provides you with important information to assist you when you want to leave the property you have been renting through Hume Housing.

How do I let you know I want to end my lease agreement?

A tenancy agreement is a legally binding agreement that can only be ended in certain ways.

If you decide that you want to end your tenancy with Hume, you must provide us with notice in writing.

We require you to complete a **Notice of Termination form**, which must be signed by you and will contain information like:

- the address of the premises
- the day by which you will leave the property.
- the reason you want to leave

The form must be completed in full and returned to Hume before the notice period can begin.

Call our Customer Service team on **1800 004 300** to request a Notice of Termination form.

What is my notice period?

The notice period is the time between telling us you are ending your tenancy and leaving the property.

The notice period depends on the type of lease agreement you signed (fixed-term agreement or periodic agreement) and the reasons for termination.

These notice periods are designed to give you enough time to find another rental property, and Hume enough time to find a new customer (tenant).

Reason for termination	Fixed Term/ Periodic Agreement	Minimum Notice a landlord must give	Minimum Notice a Tenant must give
Domestic Violence	Either	N/A	None
Leaving the program	Supported or Transitional Housing Fixed Only	30 days	7 days
End of the fixed term agreement	Fixed Only	30 days	14 days
End of the periodic agreement	Periodic Only	90 days	21 days

For more information see the NSW Department of Fair-Trading website: www.fairtrading.nsw.gov.au

What's the difference between a periodic and fixed term lease?

A fixed term lease has a start and end date while a periodic lease is known typically as a 'month-to-month' arrangement and does not have an end date.

Is there a charge if I break my lease early?

When you sign a fixed term agreement, you are committing to stay for the full length of the lease.

If you want to move out before the end of the fixed term, there could be costs involved.

Call our Customer Service team on **1800 004 300** to find out if a break fee applies to you.

Your account

When you complete your Notice of Termination form and return it to us, we will let you know how much rent you need to pay until you hand the keys back.

We will also discuss any outstanding debts you have with us for maintenance or water.

It is important that you pay your accounts in full before leaving or arrange a payment plan for the debt.

If you do not arrange to pay off debt with Hume, it can impact your eligibility for Social Housing in the future.



Property inspections

We will book in a pre-vacate inspection of your home with you when you give notice. This should take place 2-3 days after you tell us you are leaving.

The inspection gives you and Hume a chance to check the condition of the property and make sure that you are ready to hand back the property back to us, in the same condition you leased it from us (fair wear and tear considered).

We will also book a final inspection to take place on the day you leave.

You will be asked to attend both inspections and will be provided with an opportunity to fix any outstanding issues at this time.

Moving out and cleaning up

Before you return your keys to Hume, you need to make sure the property is clean and tidy, and all your personal belongings have been removed.



Before you leave the property, check that you have cleaned:

- marks off walls
- all blinds and curtains
- windows
- cookers and ovens
- kitchen cupboards
- bathrooms
- carpets
- sheds and garages and carports.

Please ensure sure that the lawns are mowed, gardens are weeded, and all rubbish is taken away.

If you have had pets in your home, you need to make sure the carpets are shampooed, and the property fumigated.

If you have items you need to get rid of, you must arrange for a council pick up.

You may be charged for the removal of any items left behind, or if extensive cleaning is required.

Returning your keys

Your keys need to be returned on the day you leave your property. This includes any keys given to you for windows, garages, mailboxes or common areas and any key fobs or remotes.

We will continue to charge you rent until the keys have been returned to a Hume office.

Refunding your bond

If you paid a bond to Hume when you moved in, it will be returned to you in full if there is no damage to the property or debt on your account.

Any credits on your account will also be refunded, once we have made sure there are no charges outstanding.

Translation Service

If you need an interpreter to assist with this document, please call the Translating and Interpreting Service (TIS National) for free on **131 450**. Ask them to call Hume Community Housing on **1800 004 300**.

Assyrian

کە هەبێتکە بە هێنە ئەم داواکە یان
بە یەکێکە لەگەڵ دەستە بە دەستە، ئەمە،
کە ئەمە بە هێنە ئەمە،
TIS National بە هێنە ئەمە،
131 450 خۆ
بە هێنە ئەمە، ئەمە، ئەمە،
1800 004 300 خۆ ئەمە، ئەمە، ئەمە،

Arabic

إذا كنت بحاجة إلى مترجم فوري للمساعدة في فهم هذا المستند، فيرجى الاتصال بخدمة الترجمة التحريرية والفورية (TIS National) مجاناً على 131 450 اطلب منهم الاتصال بـ Community Housing Hume على 1800 004 300

Chinese

如果您需要口译员帮助您阅读此文档，请拨打免费电话131 450，以联系口笔译服务机构 (TIS National)。接通后，请翻译员拨打1800 004 300，以联系 Hume Community Housing。

Spanish

Si necesita los servicios de un intérprete para este documento, llame gratis al Servicio de Traducción e Interpretación (TIS National) en el número 131 450. Pídale que llamen a Hume Community Housing en el número 1800 004 300.

Vietnamese

Nếu bạn cần thông dịch viên để hỗ trợ tài liệu này, thì vui lòng gọi cho Dịch vụ Biên dịch và Phiên dịch (TIS National) miễn phí theo số 131 450. Yêu cầu họ gọi cho Công ty Nhà ở Cộng đồng Hume (Hume Community Housing) theo số 1800 004 300.

