

# Moving out of your home

This factsheet gives you important information about ending your tenancy with Wentworth..

## You must tell Wentworth if you are moving out of your home

If you are on a fixed-term agreement (a lease with a start date and an end date) you must provide at least 14 days' notice.

If you are on a continuous agreement (a lease with a start date but no end date) you must provide at least 21 days notice.

If you do not provide the required notice, rent may be charged to your rental account after you vacate the property to meet the required notice period..

## How to tell us you are moving out

You can:

- Visit your local Wentworth office to complete the "Tenant notice to vacate" form
- Advise your departure date in writing to your Client Service Officer

## What happens before I move out?

When we receive your notice, we will write to you to confirm:

- the date you are moving out
- any money you owe for rent, water usage, maintenance and other charges
- your responsibilities when moving out.

Rent is charged up to and including the handover day, provided you have given the required notice to Wentworth and returned the keys to the property.

You will be continued to be charge rent if you do not return the keys. The exception to this is if you give us

permission in writing to change the locks on the house after your vacate date. Please note you will be charged the costs for the locks being changed.

If the keys are not returned to Wentworth, and you do not give us permission to change the locks, Wentworth will apply to the NSW Civil and Administrative Tribunal (NCAT) for vacant possession of the property. If this happens you will be charged the cost for the locks being changed and a daily rate for rent up until the date vacant possession is granted by the Consumer Trader and Tenancy Tribunal.

You should also let Wentworth know a forwarding address so we can contact you when your final account is completed.

## The condition of your property when you move

Wentworth uses the Property Condition Report, which you signed at the start of your tenancy when assessing the condition of your property.

When you move out, you should leave your property in a similar condition to when you moved in, allowing for fair wear and tear.

If you have damaged the property, you can either arrange to have the damage fixed yourself before you move out, or you can agree to have Wentworth carry out the work at your expense. Your Client Service Officer will discuss this with you.

## What happens if I change my mind about moving?

If you change your mind about moving out of your property, please tell us immediately and we will confirm this request in writing.

## What happens after I move out?

After you move out of the property and return the keys, we will:

- inspect your home again to see if there is any damage, or if any repairs, rubbish removal or cleaning is required that did not result from fair wear and tear
- finalise your rental account up to the day you handed back your keys or the day Wentworth takes possession of the property by an order of the NCAT if you do not hand back your keys
- send you a letter to confirm any money owing at the end of your tenancy for rent and water usage, maintenance and any other tenant charges
- release any bonds and reimburse any credit in your rental account. We can only do this if you have provided your forwarding address.

## Can I attend the final inspection of the premises?

Yes, in fact Wentworth would like you to be present during the inspection. This allows you to discuss the condition of the property, and any issues that may arise from the inspection with a staff member from Wentworth.

## What happens at the inspection?

During the inspection, Wentworth compares the

condition of the property with the ingoing Property Condition Report that was completed when you moved in. This allows staff to see what repairs are needed as a result of fair wear and tear, and what repairs, if any, are resulting from damage.

You will be charged for repairs that did not occur as a result of fair wear and tear as well as cleaning or rubbish removal required if the home was not left in a clean and tidy manner.

## What if I disagree with Wentworth's decision?

If you believe we made the wrong decision, you should first discuss your concerns with a Client Service Officer. You can also ask to have the decision reviewed by completing a Appeals form which is available from our website or at your local Wentworth office.

## Where can I go for more advice?

The office of Fair Trading can give you advice about your tenancy rights and obligations, about how the NCAT works and can also help you find an advocate. You can visit the Office of Fair Trading website at [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or call them on 13 32 20

## Tenancy Advice

For independent tenancy advice, you can contact:

North Western Sydney Tenants Service:

Ph: 1800 625 956

Tenants Advice and Advocacy Service (Blue Mountains):

Ph: 1800 251 101

## HEAD OFFICE

### Penrith

Address: Borec House, Suite 1002, Level 1  
29-57 Station Street, Penrith 2750  
PO Box 4303, Penrith 2750

Phone: 02 4777 8000

Fax: 02 4777 8099

Email: [admin@wentworth.org.au](mailto:admin@wentworth.org.au)

Opening hours:

8:30am-4:30pm Monday, Tuesday, Thursday, Friday

1:00pm-4:30pm Wednesday

## BRANCHES

### Hawkesbury

Address: 409A George Street, South Windsor  
Phone: 02 4777 8000

Opening Hours: 8:30am-4:30pm Monday, Tuesday,  
Thursday, Friday (closed Wednesday)

### Blue Mountains

Address: Shop 2, 23-27 Cascade Street, Katoomba  
Phone: 02 4777 8000

Opening Hours: 8.30am-4:30pm Monday, Tuesday,  
Thursday, Friday (closed Wednesday)



[www.wentworth.org.au](http://www.wentworth.org.au)