

## Moving out



You need to write to us and tell us if you want to move out of your home.



You need to write to us two weeks before you will leave.



We will keep your letter on our tenancy file as proof you told us you were moving out.



You can't just tell us over the phone.



We will charge you rent if you do not give us two weeks' notice before you leave.



If you don't tell us that you're leaving, we might think that you've abandoned your home.

When people abandon their home, we:



- throw out anything that's been left behind, unless the items are worth more than a total of \$300



- give the home to someone else.

## In an emergency



Ring **000** immediately if it's an emergency.

You can also get help from the Family Violence Response and Referral Line on **1800 633 937**. They are open 24 hours, seven days a week.



It's important that you stay safe.



If you need to leave your home in an emergency, you will have a lot on your mind.



It's still important for you to contact us as soon as you can.



If you don't contact us, we might think you have abandoned your home.



You can talk to us about moving back into your current home.



We don't want you to become homeless.



We can offer you support with housing, through Housing Connect.



Housing Connect can also link you to other types of support if that's what you need.

## Can Homes Tasmania ask you to leave?

Homes Tasmania can ask you to leave.

This can happen if:



- you break the rules of your Tenancy Agreement



- your Tenancy Agreement is coming to an end.

## Your home needs to be in good condition before you leave



Your home should be in good condition when you leave.



There's more information below about what you need to do before you move out including a useful checklist.



For example, you must have the carpets steam cleaned before you move.



You must send us the receipt for the carpet cleaning.

## Homes Tasmania will inspect the home when you leave



After you leave, Homes Tasmania will inspect the home.



We will check to see if the home is in the same condition as it was when you moved in.



We accept damage caused by fair wear and tear. We explain fair wear and tear below.



If there is other damage, you will either have to fix this, or pay for us to fix it.

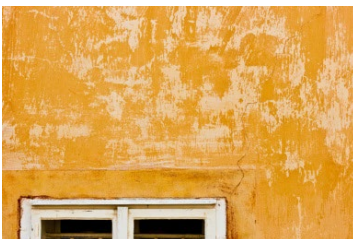
## What is fair wear and tear?



When we live in a house for a while, general wear and tear can happen.



For example, the carpet in a busy hallway may get worn down.



Or the paint on the outside of the house may fade.



The person who inspects your home will talk to you about what is considered fair wear and tear.

Problems such as:

- broken glass (windows and shower screens)
  - damage to walls and doors
  - untidy garden
  - rubbish that needs to be removed
- are not fair wear and tear.



## Damage to your home



If there is any damage to your home, you need to fix it.



Even if the damage was done by someone else, such as a visitor to your home, you will need to fix it.



When you fix the damage, the repairs need to be done in a safe and professional way.



If you don't fix the damage, we will charge you for it.



We have people who work with us to fix the damage.



We will pass these costs on to you.

You can see from the example list below that costs can add up quickly.

Item	Cost
Replace hinged or sliding internal door – price starting from	\$495
Removal of rubbish (per cubic metre) – price starting from	\$98
Re-hanging one kitchen cupboard door – price starting from	\$36
Repairing a hole in the wall up to 100mm – price starting from	\$11



Mowing the lawn of a standard house – price starting from	\$169
Cleaning a stove – price starting from	\$94
Replacing a bathroom towel rail (per metre) – price starting from	\$82
Remove one car body – price starting from	\$191
Remove one car tyre – price starting from	\$31
Repair hole in a door – price starting from	\$56
Replacing one key that is not returned – price starting from	\$34
Steam clean carpets of an average-sized house 65m <sup>2</sup> – price starting from	\$452

Note: These amounts are a guide only. These costs change each year and were correct in October 2022.

## If you own us money



If you can't pay the bill when you move out, you will owe Homes Tasmania money.



This includes any:

- unpaid rent



- bills for damage or cleaning.

You will need to pay us back.



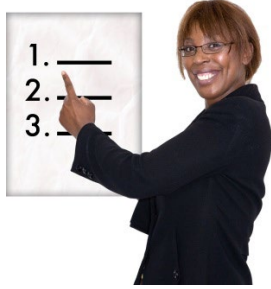
We won't be able to offer you another home until the debt is paid.

## If you leave things behind



It's a good idea to take all your things with you.

If you leave things behind, we will throw them out. We will also charge you to throw your things out.



Sometimes, if your things are worth more than \$300, we will make a list of the items.



We need to take this list to court to work out what to do with things that are of value.



It would be sad if we threw out something that was important to you, such as photos.



We won't throw things out if you need to leave quickly because of a problem like family violence.



That's why it's important to talk to us when you need to leave quickly.

**If someone breaks in**

Police



You need to call the police if someone breaks in before you have moved out and returned the keys.



Please keep the doors and windows locked when you're not at home.

## Returning keys

You can return the keys when you have:



- moved all your things out



- cleaned the home



- done any repairs that are needed.



We will keep charging rent until we have received the keys. Or we will pass the cost to replace the keys on to you.

# Can you get a reference?



Homes Tasmania can give you a reference.



We can only do this for the person who signed the lease, not for everyone who lives with you.

In our reference, we will say whether you:



- paid the rent on time



- kept the house in good condition



- followed all the rules in the lease.

If you need a reference, please talk to us.

## Aaron's story



Aaron moved out of his Homes Tasmania home. But he didn't tell us that he was leaving.



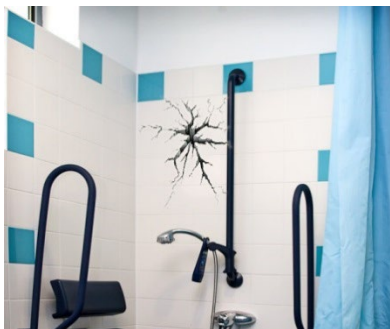
We realised he had abandoned the property. We inspected the home and we found:



- a lot of stuff that had been left behind



- a home that had not been cleaned



- damage to the bathroom wall that needed repairs.

# \$1,000

The cost of fixing these problems added up to over \$1 000.



We contacted Aaron at his new address and sent him the bill.



He was not happy. He said he wouldn't pay back the money.



We asked a debt collector to ask Aaron for the money.



Aaron cannot have another home with Homes Tasmania until he pays this money.



# Moving out checklist



Remove all the furniture and belongings before you start cleaning.



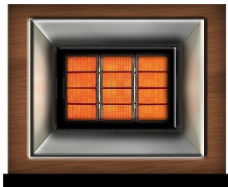
Make sure all your things are removed, including things you don't want anymore.



Get the carpets steam cleaned.



Send the receipt for the steam cleaning to Homes Tasmania.



Clean the heater filters, or have the flue cleaned if there is a wood heater.



Clean the kitchen, bathroom, laundry and toilet.



Wash out all the drawers and cupboards.



Clean the stove top, hot plates, grill and oven.



Wash the walls, ceilings and floors.



Clean the windows inside and out.



Clean the window tracks.



Mow the lawns and remove the grass clippings.



Tidy the garden, including pruning the bushes and trees, weeding and removing green waste.



Clean the front and back doors.



Make sure the floors are in the same condition as when you moved in. If you have used your own floor coverings, you will need to remove these.





Remove all rubbish, both inside and out.



Store the clean and empty wheelie bins in the laundry.



Make sure any damage is fixed.



Disconnect the power, phone and gas.



Have your mail redirected through Australia Post.



Lock all windows and doors.



Return the keys to Homes Tasmania.



Tell Homes Tasmania your new address.



## More information



Call Homes Tasmania on 1300 665 663.



If you are d/Deaf, hard of hearing, or have a speech/communication difficulty please contact us through the National Relay Service (NRS).

The appropriate contact method for your needs can be found on their website at [NRS call numbers and links | Access Hub](#)

When you know which call channel best suits your needs, provide NRS with the phone number you wish to call.



Email at [tenancyservices@homes.tas.gov.au](mailto:tenancyservices@homes.tas.gov.au)



Homes Tasmania  
GPO Box 65  
HOBART TAS 7001



Call Housing Connect on 1800 800 588