

Moving out

This fact sheet explains what you need to do when you want to move out of your Homes Tasmania home.

Before you leave

You need to tell us in writing if you want to move out. We will put this letter on your tenancy file as proof that you told us you were leaving. You need to do this at least two weeks before you will leave.

If you do not give us at least two weeks' notice before you leave, we will charge you rent for that time.

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 away 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 available 24 hours a day, seven days a week.

It's important that you are 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 possible. If you don't, 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?

We can ask you to leave if:

- you break the rules of your Tenancy Agreement
- your Tenancy Agreement is coming to an end.

Your home needs to be in a good condition

Your home should be in a good condition when you leave.

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

For example, you need to have the carpets steam cleaned before you move. And you need to send us the receipt for this.

Homes Tasmania will inspect the home

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 some damage caused by fair wear and tear. We explain what fair wear and tear is below. If there is a lot of damage, you will either need to fix this, or pay for us to fix it.

Fair wear and tear

When we live in a home 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 or doors, untidy gardens, and rubbish that needs to be removed, are not considered to be 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 caused by someone else, such as a visitor to your home.

If the damage was caused by a problem such as a break-in or family violence, you must tell the police. In this situation, you may not have to pay the cost of fixing the damage.

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

The costs on the example list were correct as of October 2022. These prices increase on 1 July each year, in line with the Consumer Pricing Index (CPI).

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 ² – price starting from	\$452

Note: These amounts are a guide only.

If you owe us money

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

This includes any unpaid rent and 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

If you leave things behind, we will throw them out. We will also charge you to throw your things out. If the 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 the things if they 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 such as family violence. That's why it's important to talk to us when you need to leave quickly.

If someone breaks in

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

Can you get a reference?

Homes Tasmania can give a reference to the person who signed the lease, not for everyone who lived with you.

In our reference, we will say whether you:

- paid the rent on time
- kept the house in good condition
- obeyed 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.

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 back.

Moving out checklist

- Remove all the furniture and all your belongings before you start cleaning.
- Make sure all your items 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, internet 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	1300 665 663 during business hours or after hours for emergency maintenance.
Email Homes Tasmania	Email at tenancyservices@homes.tas.gov.au
Write to Homes Tasmania	Homes Tasmania GPO Box 65 HOBART TAS 7001
Call Housing Connect	1800 800 588, 24 hours, seven days a week.
Help to get information	<p>If you are d/Deaf, hard of hearing, or have a speech/communication difficulty please contact us through the National Relay Service (NRS).</p> <p>The appropriate contact method for your needs can be found on their website at NRS call numbers and links Access Hub</p> <p>When you know which call channel best suits your needs, provide NRS with the phone number you wish to call.</p>
Information for tenants	You can find more information and fact sheets by visiting www.homestasmania.com.au/Your-tenancy