



Ending a Gentoo Tenancy (following the death of the tenant)

Please accept our sincere condolences on the loss of your family member or friend.

As you are acting on their behalf, could you please:

- Remove all household items and personal belongings from their home, gardens, garage and any outbuildings.
- Remove any greenhouses and sheds that have been installed in the garden.
- Leave their former home in a good condition which is clean, neat and tidy.

Disposal of furniture and belongings

You can dispose of furniture and all belongings by:

- Contacting Sunderland City Council to organise any collections from the property on 0191 520 5550. Please note that a charge applies for each collection.
- Sunderland City Council will collect up to a maximum of 8 items or bags per collection. This is providing that they have not already used the three home collections within the year April-March.
- Taking the furniture and belongings to Beach Street Waste Disposal Centre, Sunderland or Campground Waste Reception Site, Wrekenton, Gateshead.

Opening Times for the waste disposal centres can be found at www.sunderland.gov.uk

The costs of removing goods and rubbish

Did you know that?

- It can cost Gentoo approximately £400 per property to internally and externally clean and remove rubbish and items of furniture if these are left in a property at the end of the tenancy.
- Some examples of basic costs to dispose of household goods can include: washing machine £30, television £25, oven £35, small electrical items £10 etc.
- If the property is left in a clean and tidy condition it means the next customer can move in quickly, as we do not have to spend additional time cleaning and removing items from the property.

Could the estate be charged for this work?

Yes, the estate could be charged for this work if:

- The property is not left in an acceptable condition or items are left in the property then the estate could be charged for the costs to clean or remove these.
- There has been any damage to the property that requires corrective work a charge could also be applied. For example, if an internal door has been dented or smashed it will need to be replaced at a cost of approximately £160.

If you require any additional information or advice, please contact the local Housing Office:

Athenaeum: 0191 525 5001

Havelock: 0191 525 5002

Southwick: 0191 525 5003

Silksworth: 0191 525 5004

Houghton: 0191 525 5005

Concord: 0191 525 5006

Galleries: 0191 525 5007

www.gentoogroup.com

Gentoo Group Limited is a charitable community benefit society, registration number 7302