



NOTICE TO TERMINATE TENANCY OF HOUSE

Name:

Address:

.....

On (date)

My forwarding address will be:

.....

I wish to terminate my membership with the Association: Yes No

I have a garage tenancy with Pentland Comm. Enterprises: Yes No

Signed: Tenant

..... Joint Tenant

Date:

Please indicate who supplies your gas and electricity: GAS

ELECTRIC

NOTE: The attention of vacating tenants is particularly drawn to Clause 2(n) of the Tenancy Agreement, which requires that the tenant shall deliver up the house and the internal painting, papering and other decoration in good and clean order.

DATA PROTECTION: Pentland Housing Association complies with all aspects of the Data Protection Act. In order to do this and at the same time carry out an effective service it is sometimes necessary to exchange relevant information with other agencies. I give permission for information on my present and future addresses to be shared with the Highland Council and relevant electricity & gas companies.

Signed Date



At Pentland Housing Association, we value hearing about ways in which we can improve our service. As you will soon be ending your tenancy, we would be grateful if you could let us know your views about the services you received from us. All surveys will remain confidential.

What type of accommodation are you leaving?

House

Flat

Maisonette

Bungalow

How long have you lived at this property?

Less than 1 year

1 – 2 years

2 – 5 years

5+ years

Please tell us your main reason why you are ending your tenancy with us:

- | | | | |
|------------------------|--------------------------|------------------------|--------------------------|
| Property not suitable | <input type="checkbox"/> | Change of circumstance | <input type="checkbox"/> |
| Neighbourhood problems | <input type="checkbox"/> | Affordability | <input type="checkbox"/> |
| Dissatisfied with PHA | <input type="checkbox"/> | Other Social Landlord | <input type="checkbox"/> |
| Private Landlord | <input type="checkbox"/> | Home Purchase | <input type="checkbox"/> |
| Work Migration | <input type="checkbox"/> | Other | <input type="checkbox"/> |

What kind of accommodation are you moving to?

- | | | | |
|----------------------------|--------------------------|------------------|--------------------------|
| Mutual Exchange within PHA | <input type="checkbox"/> | Private landlord | <input type="checkbox"/> |
| Other social landlord | <input type="checkbox"/> | Sharing with | <input type="checkbox"/> |
| Private Purchase | <input type="checkbox"/> | Other | <input type="checkbox"/> |

Have you ever received housing advice from us about any of the following topics:

- | | | | | | |
|------------------------|--------------------------|--------------|--------------------------|-----------------|--------------------------|
| Benefits | <input type="checkbox"/> | Rent Arrears | <input type="checkbox"/> | Disrepair | <input type="checkbox"/> |
| Anti Social Behaviour | <input type="checkbox"/> | Eviction | <input type="checkbox"/> | Housing Options | <input type="checkbox"/> |
| Relationship Breakdown | <input type="checkbox"/> | Security of | <input type="checkbox"/> | | |



Please comment on any advice we gave to you:

Overall, how would you rate the following aspects of our service to you:

	Excellent	Good	Average	Poor
Your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pentland Housing Association as a landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our repairs service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The choice of methods we give for paying your rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of our staff in responding to your enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How we keep you informed about our activities and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information contained in our Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How we have taken account of your views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you have any comments that would help us improve our services, please write these in the box below:

**Thank you for taking the time to complete this survey.
We wish you good luck in your new home.**