

# Herefordshire Community Network

## Support for Ukraine – information for guests

What Do I Need to Do if I decided to move back to Ukraine?



**When you are renting a property**, you need to let your landlord know in advance to arrange the end of your tenancy. The amount of notice you need to give is usually **at least 30 days**, and you can do this by sending a formal letter.

**When leaving a job, you need to consider the following:**

- If you have been working for less than a month, you may not need to give any notice.
- If you have worked for at least a month, you must give at least one week's notice.
- Check your contract for specific requirements regarding notice periods.

**Cancelling direct debits (water, gas and electricity)**

To cancel direct debits when leaving the country, follow these steps:

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1. Contact the company you're paying and inform them of your cancellation.
2. Check the date of the next payment and cancel any payments you no longer need.
3. You need to cancel direct debits at least **2 working days** before your next payment is due, otherwise the money may still be taken from your account.
4. Call up your utilities company to arrange a final meter reading before you leave the UK, and don't forget to tell your local council to halt your Council tax.
5. You also need to cancel contracts with your internet and mobile phone providers (although you may want to keep the latter in order to maintain a healthy credit score), as well as your TV licence.

### To cancel a gym membership when leaving the country, follow these steps:

1. Email your request to your home gym or complete a cancellation form in person.
2. Provide a calendar month's notice.
3. Check the terms and conditions of your membership for the cancellation policy.

### If you are leaving the country and have a UK bank account or credit card, you can consider the following options:

- Manage your existing bank or savings account online or by using telephone banking.
- Withdraw money and close your bank account online or go to the local branch and get help.

### Pension credit

To cancel your pension and leave the country, you need to:

1. If you're getting Pension Credit, it will stop if you move abroad permanently.
2. If you're moving abroad for medical treatment, you may still be able to receive this benefit for up to 26 weeks



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If you move abroad permanently you need to report a change

Pension Service helpline

Telephone: 0800 731 0469

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 731 0469

Monday to Friday, 8am to 6pm (except public holidays)

### Universal Credit

If you receive Universal Credit and need to leave the country, you can continue to get Universal Credit for one month.

**To cancel Universal Credit, you can follow these steps:**

1. **Online:** Log into your Universal Credit account and look for the option to report a change in circumstances or to cancel the claim.
2. **Phone:** Call the Universal Credit helpline at 0800 328 5644 to guide you through the process and address any concerns.
3. **No need to give a reason:** You don't need to provide a reason to cancel your UC. If you still want to cancel, report the change of circumstances in your online journal.

### Child benefit

If you receive Child Benefit but need to leave the country, you need to cancel before you leave.

**Call HMRC if you want to cancel Child Benefit.**

You'll need your National Insurance number.

HMRC can only discuss your claim with you or someone you have authorised as your representative.

You can use Relay UK if you cannot hear or speak on the phone, dial 18001 then 0300 200 3100.

Find out more on the [Relay UK website](#).



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Telephone:

**0300 200 3100**

Outside UK:

**+44 161 210 3086**

Opening times:

Phone line opening hours are:

Monday to Friday: 8am to 6pm

Closed weekends and bank holidays

### **Sell your stuff before you leave or give it away to a local charity**

You can ask Vitalii from Unit 35 to pick up any donated furniture. (There maybe a small fee required.)

[vitalii@hhfu.co.uk](mailto:vitalii@hhfu.co.uk) tel.07392993597

### **Contact Schools**

If you're a parent, one of the most important things to arrange before leaving the UK is your children's education.

If you can, arrange to move your family at the end of the school year so your kids will be able to settle into their new schools quickly and easily at the start of the next one. If you can't wait till the beginning of the next school year, liaise with your children's teachers or headteacher and find out when they recommend you take them out of school.

Also, make sure you arrange for your children to start at their new school quickly when you make it to your country.

Like you, they will be leaving close friends and a familiar routine behind, so it's best to get them settled as quickly as possible into their new life.

As they say, fail to prepare and prepare to fail — it's best to consider all these different things as soon as you know that you're moving so you'll be prepared when the time comes to leave the UK.



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Bon voyage!

Information is correct as of 18.11.2024