

SECTION J MOVING IN

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TIPS FOR MOVING HOUSE

- Change your address with your bank and the Benefits Agency.
- Tell the Council's Council Tax and Housing Benefits sections.
- Contact gas, electricity and water suppliers to come and read the meters and register accounts in your name. You may find it useful to take your own readings and check them when you get your first bill.
- Arrange contents insurance for your property.
- Get a spare set of keys cut – we do not keep spare sets.

Our responsibilities

All gas and electrical fittings will be checked before you move in and you will be issued with a certificate. If there are repairs which cannot be completed before you move in we will discuss this with you and finish it as soon as possible.

MOVING HOME:

Applying for a transfer

To apply for a transfer to another property, you should contact your Neighbourhood Housing Office and ask for a Housing application. The Housing Office will give you the "Applicant's Handbook" and guidance on completing the form. If you would like in depth advice about your chances of securing a transfer and of the other options available contact the Housing Options Team at Victoria Park House on 01423 556809.



Mutual exchanges - swapping homes

After the completion of the trial period as an introductory tenant you will be a secure tenant (see Section A) and you will usually have the right to swap or exchange your council home with another housing association or council tenant. (Introductory tenants do not have the right to exchange). The Neighbourhood Housing Offices and Housing Needs Centre keep lists of council and housing association tenants who are interested in exchanging homes.

If you find someone, you must complete a Mutual Exchange application form. Your Housing Officer will then visit you within 2 weeks. They will tell you of any repair work or any debts that must be paid before the swap can go ahead.

You must have the Council's written approval, and that of any other landlord involved, before you do the swap.

Please note that some housing association tenants do not have the right to swap.

GOING INTO HOSPITAL OR RESIDENTIAL OR NURSING HOME

Provided you make arrangements to pay your rent, you will be able to stay in hospital or a home a reasonable time before having to decide whether to end your tenancy.

Please inform your Neighbourhood Housing Office if you are to move for these reasons. You must also contact the Council's housing benefit section to ensure that benefit will continue to be paid for your council home.

TERMINATING YOUR TENANCY : THINGS YOU NEED TO KNOW

As a tenant you must give four weeks notice ending on a Monday to terminate your Council Tenancy.



- You must give the Council written notice, preferably on the standard form available from your Neighbourhood Housing Office. A telephone call is not sufficient to terminate your tenancy. You may choose to hand your keys in to the Council before the end of the four week period. However you must still pay rent for the whole of the notice period.
- If a tenant dies, the person(s) sorting out the deceased tenant's affairs should notify the Housing Office. Normally the rent for the four week period is due from the deceased tenant's estate. If this will cause serious problems you should contact the Neighbourhood Team Leader at your Housing Office.
- If you receive housing benefit this will usually stop from the date you leave the property, not from the end of the notice period. Full rent will have to be paid until the end of the four weeks notice period and includes moving permanently into a Nursing Home. If you are moving to another rented property (Council or Private) you may be able to apply for housing benefit on the two properties for a short period. You need to ask at your Neighbourhood Housing Office for an "Application for Benefit on Two Homes".
- All items must be removed from the Council property you are leaving including carpets, curtains, cookers, fridges and freezers and any other items belonging to you in the garden. If you no longer need all of your furniture, the Essential Needs Community Furniture Store on 01423 870 040.
- If you have a few bulky items that need disposing of, the Council's Refuse Service may be able to help you. For details of this service contact your Neighbourhood Housing Office.
- If you have carried out alterations without the permission of the Council, you must contact your Neighbourhood Housing Office so the alterations can be looked at. If you don't contact the Housing Office and the alterations are unsatisfactory, the cost of removing or making good the alterations will be charged to you. If you have carried out major improvements to your home with permission since 1 April 1994 you may be entitled to compensation from the Council.



- If you have damaged or failed to repair any items which are your responsibility (under the Conditions of Tenancy) you must contact your Housing Office to agree how these items will be put right.
- You have to contact the Gas, Electricity, Telephone and Water Companies and the Council's Council Tax Division to tell them that you are moving.