

Moving home

What standards can I expect in my new home?

All PHP properties are re-let to our *Void Lettings Standard*, which has been agreed in consultation with our residents.

Standard checks are carried out to all our void properties. These checks include gas and electrical safety checks, and lock changes to all doors at the property.

All other necessary repairs will be carried out in accordance with the *Void Letting Standard*. We will also clean empty properties where necessary.

Properties in our sheltered housing schemes will be decorated, if necessary.

Tenants who are offered a *general needs* property may be offered decorating vouchers if it is in poor decorative condition.

If you are registered disabled we will decorate the property for you.



If the property does not meet the *Decent Homes Standard*, work may need to be carried out before you can move in.

You can find out more about our *Voids Lettings Standard* by contacting a member of the Voids Team on 01202 264443 or by visiting www.yourphp.org.uk/voids.

What happens if I want to move home?

At PHP we have several schemes that may help if you wish to move to a different property.

Transfer Scheme

You can apply to transfer to alternative accommodation through the *Housing Register*. Applications are recorded and considered in date order.

Properties that become available to let are advertised and you can 'bid' for the properties that you wish to be considered for.

Any applicant who has been awarded a *Priority Card* will be considered ahead of other applicants on the *Housing Register* because they have an urgent need to move.

Priority Cards will be awarded to you if:

- ★ you have a medical condition, which is seriously affected by your housing and where your quality of life would be significantly improved by moving to alternative, more suitable accommodation
- ★ you need to move for social reasons and would benefit from a move to alternative accommodation
- ★ you are *statutorily overcrowded* in your current accommodation
- ★ you are living in a property that is too large for your current needs, and you want to move to a smaller home. We call this *under-occupation*
- ★ you are suffering serious disrepair in your current home
- ★ you are a *homeless applicant*

IS YOUR PLACE TOO **BIG** FOR YOUR NEEDS?

If you would like to move to a smaller property you will be eligible to get up to **£500** per room that you give up.

PHP Plus members can get up to **£1000** per room.

If you also need a disabled adaptation, we will pay for and support you to move to a smaller more suitable property.

To find out more call 01202 633805

Ask about transferring through the *Housing Register*.

Mutual Exchange Scheme

Any tenant can apply to exchange with another Council or housing association tenant.

All social landlords hold a *Mutual Exchange Register*, which is a list of everyone who wants to *mutually exchange* in their area.

If you are interested in *mutually exchanging* to another property, you must have:

- ★ our written permission
- ★ written permission from the landlord of the person you would like to exchange with

We will usually give permission unless you are breaking any of your tenancy conditions

If you are interested in a *mutual exchange* and would like to find someone to swap with, you can:

- ★ Enter your details on our mutual exchange register. This can be done by ticking the box on our *Housing Application Form* where it asks 'would you like your details entered on the *mutual exchange list*?'

Please remember that once your details appear on the Mutual Exchange Register, other tenants may contact you about an exchange.

- ★ Contact another tenant who already has their details listed on our *Mutual Exchange Register*
- ★ Advertising your home in the local newspaper or placing an advert in a local shop. You must pay for any advertising costs yourself
- ★ Checking the *Homeswapper* website:
www.homeswapper.co.uk

If you would like more information on how to *mutually exchange*, or if you have found someone to exchange with, please call the HelpDesk on 0800 652 3900.

Homeswapper

Homeswapper is a national database, which has information on all Council and housing association tenants in the UK who are interested in *mutually exchanging* their homes.

It contains information on people wanting to move home both locally and nationally.

If you are interested in *Homeswapper*, you can find out more by logging onto www.homeswapper.co.uk

We have paid a fee to ensure that PHP residents can have FREE access to this site.

If you do not have internet access at home, we have computers available for you to use in the *Residents Resource Centre* at Beech House. Our staff are available to help if needed.

If you are interested in moving to another area, all local authorities must now operate an *open housing register*.

If you do not find a suitable property via *Homeswapper*, it may be worthwhile contacting the local authority that you would like to move to, for more information on how to apply for housing in that area.

My Place

My Place offers government funded schemes that are designed to make home ownership more affordable for people who are finding it difficult to buy a property on the open market.

It is available to people in Dorset, Salisbury and South Somerset.

Contact *My Place* for more information about, the types of *Low Cost Home Ownership* schemes that are available in your area and how to apply.



0800 707 6707



help@search4myplace.co.uk



www.search4myplace.co.uk

What if I want to end my tenancy?

If you want to end your tenancy with us you will need to terminate your tenancy by giving us a minimum of FOUR WEEKS notice in writing. This is a requirement of your *Tenancy Agreement*.

To end your tenancy you will need to complete a *Termination of Tenancy Form*. Once you have completed and returned it to us, we will arrange for the Voids Manager to visit you at home, before you move out.

At this visit we will advise you of any work you will need to do to the property before you leave. This could include returning any work carried out to your home without permission to its original state.

Your home must be left in a clean and tidy condition and all items and possessions must be removed. This includes lofts, outbuildings and sheds.

If you have a garden, you must leave it clear and tidy. If we need to remove items from your home after you leave or you do not complete any work identified prior to you moving out, you will be re-charged.

It is your responsibility to inform all parties that you are moving. This includes your gas, electricity and water suppliers; telephone and internet provider.

You will need to arrange for your mail to be redirected to your new address. Please contact the Post Office about this service.

If you receive *Tenancy Support* you may be able to get assistance with this.

You are responsible for ensuring that the property is secure when you leave. You must lock all doors and windows (including outbuildings and sheds) and turn off all gas, electricity and water supplies.

You must return all keys to us on or before the termination date.

You will need to pay off any outstanding rent and any other charges owed to us.

If you receive Housing or Council Tax Benefit, you must inform them of when you intend to leave.

If you do not give us FOUR WEEKS notice before you leave, you will still be responsible for the rent for four weeks from the date that you tell us you are leaving.

If you have any questions or need help or advice about ending your tenancy, please contact the Voids Team on 01202 264443 or by visiting www.yourphp.org.uk/voids.

LEAVE IT CLEAN... ...GET £££!

When you end your tenancy, if you leave the property in good condition, you may be entitled to receive up to £150 in vouchers!



1 Bedroom	£75
2 Bedroom	£125
3 Bedroom	£150

To be considered for vouchers, you must carry out the following work to a high standard:

- ★ The property, including any outbuildings, is cleared of all possessions and rubbish
- ★ All floors and skirting boards are cleaned
- ★ All doors and paintwork are washed down (including door fixtures)
- ★ Windows are cleaned, including frames and sills (inside only)
- ★ All kitchen units are washed and clean, including inside and outside of doors, drawers, worktops and tiles
- ★ All bathroom fixtures and fittings are cleaned, including tiles
- ★ The garden is in a neat and tidy condition

