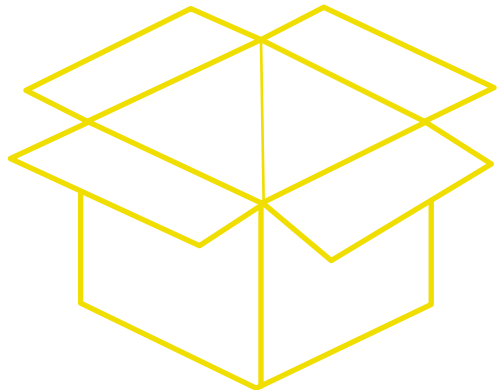


Options for Moving Home A Guide

This leaflet outlines the range of options available to you if you would like to move home and tells you what to do if you already have plans to move out.

This document is available in other languages, larger text, Braille and on audio cd or cassette on request.



One Housing Group (OHG) is working in partnership with a variety of other organisations to provide the most effective assistance for residents who are seeking to move home.

Internal Transfers

OHG maintains an internal transfer list for existing tenants who qualify to apply to move to an alternative property within One Housing Group's stock. OHG has few properties available for internal transfer as the majority of its properties are reserved for residents nominated by the local authority within which it operates. You will not be eligible to carry out an internal transfer if:

- you have any outstanding rent arrears
- you have a shorthold tenancy agreement
- have occupied your property for less than 1 year (unless exceptional circumstances)
- OHG is seeking legal action against you
- you are living in Tower Hamlets

Residents Living in Tower Hamlets

If you are an Island Homes resident or a Community or Toynbee resident living in the London borough of Tower Hamlets, you are not eligible for an internal transfer. However, you can apply for rehousing by completing a Tower Hamlet's housing list application and supplying the relevant documentation and a medical assessment form, if requested. Your application will be processed, assessed and placed into one of four Community Groups in accordance with your housing need. You will be issued with a PIN and ID number to "bid" for properties under the Tower Hamlets choice based letting transfer scheme. Priority will be given to those in most need, for example, those with serious medical conditions affected by their housing or those at serious risk due to harassment.

Community & Toynbee Residents

If you are a Community or Toynbee resident you are eligible to apply for an internal transfer within One Housing Group's stock. You will need to complete an OHG transfer application form, supply relevant documentation and a medical assessment form, if requested.

Your application will be processed, assessed and placed into one of four bands in accordance with your housing need.

Community Residents - You will be issued with a PIN and ID number to "bid" for properties under our choice based letting transfer scheme.

Toynbee Residents - We will write to you telling you of the band you have been placed in and your position on the transfer waiting list.

Priority

Only a few properties become available each year, so you could be waiting for a number of years. Priority is given to those who have been on the list the longest, those with serious medical conditions affected by their housing or those at serious risk due to harassment. Details of the Banding system are available upon request.

Mutual Exchange (Home Swapping)

Mutual Exchange or Home swapping literally means finding someone to swap homes with, which can often be much quicker than waiting for an internal transfer. The swap could be between you and an OHG resident or the resident of another housing association or local authority. However, you **must** get your landlord's permission before you swap homes. Certain rules also apply and not everyone will qualify.

You **will not** be eligible to carry out an exchange if:

- you have any outstanding rent arrears
- you have any other ongoing tenancy issues
- you have a shorthold tenancy agreement
- have occupied your property for less than 1 year (unless exceptional circumstances)
- we are seeking legal action against you
- you have an invalid gas safety certificate.

You must never offer or accept money as part of an exchange. This could lead to you being evicted. Residents interested in conducting a mutual exchange can:

- register with HomeSwapper, the UK's largest community of social housing tenants looking to swap homes. Please log on to **www.homeswapper.co.uk** to register. You will need to register as a One Housing Group resident. Once you have received your user name and password, you will have full access to this scheme. You will be able to search their extensive database for specific searches and/ or receive automatic updates on your desired choices.

- log on to the government website at:

www.direct.gov.uk/socialhousing which has details and links to a range of housing mobility schemes for tenants wishing to carry out a mutual exchange. The list below has basic details on these schemes and their website addresses:

- **HousingMoves** - helps social housing tenants living in London to find alternative accommodation through the Lawn Scheme (which is open to all) and the Seaside and Country Homes scheme (for households where the eldest member is 60 years of age or older). For more information visit **www.housingmoves.co.uk** or telephone **08450 212 020**
- **Exchange Your Home** - UK- wide database and forum **www.council-exchange.org**
- **HouseSwap Forum** - UK-wide database, restricted access for free and option to pay for enhanced services **www.houseswapforum.co.uk**
- **Under One Roof** - UK- wide database, restricted access for free and with member support **www.underoneroofexchange.co.uk**
- **House Exchange Direct** - A national, not-for-profit, mutual exchange service, for which there is a small fee to join **www.houseexchangedirect.org.uk**

Moving to your Local Authority

If you want to get on the list for council housing let us know and we can send you out an application form. Pass the form back to us so we can fill in the section that we have to, then we will send it off to the council for you. If your home is too big for you then you may be able to move to a more suitably sized home and receive a cash incentive for doing so.

Moving out of London

You may be able to apply to the council for help with the cost of travelling to look at a property outside of London, removal expenses, disconnection and reconnection charges for utilities. Ask our Allocations Team for more information or contact the council directly to see if they offer this service.

Buying a Home

New Build HomeBuy

If you would like to get your foot on the property ladder, you may be interested in New Build HomeBuy. This is a government backed scheme for people who are unable to afford to buy a home outright. It is a part buy/part rent scheme previously known as shared ownership. You could buy a share of a property from many housing associations, including One Housing Group, and pay rent for the rest. Your monthly payments will include repayments on your mortgage, plus rent on the part of the property kept by the housing association. Later, as you can afford it and if you want to, you can increase your share until you own the whole property.

One Housing Group is one of the leading providers of affordable home ownership in London. If you would like to apply for one of our low cost home ownership schemes you will need to register and apply with Housing Options.

Housing Options is an on-line gateway to affordable housing in London. Here you will find all the homes that are available to buy through New Build HomeBuy and other affordable housing schemes. You can create a free user account and fill in an application form. You will then be able to view available properties across London by clicking on property search; this can also be done without setting up a user account.

Once you have filled in your application form outlining your

favourite searches, you will be sent weekly updates on homes that match your needs.

For more information on **New Build HomeBuy** please call **0800 234 6242**

Or email: **sales@onehousinggroup.co.uk**

Social HomeBuy

This scheme provides new opportunities for existing housing association or Local Authority tenants to buy a share in their rented home.

Tenants can purchase a minimum initial share of 25% of the home. The remaining unowned equity will be retained by your landlord. Your landlord will then charge you an affordable rent on this unowned equity. The target average for the charge is 2.75%. It is also possible for you to purchase 100% of the property. Buyers will receive a discount on the initial share purchase. This will be based on the Right to Acquire discount (between £9,000 and £16,000 depending upon the Local Authority area in which the property is located), pro-rata to the share purchased.

Other HomeBuy schemes available are:

- Rent to HomeBuy
- HomeBuy Direct
- First Time Buyers Initiative.

One Housing Group does not operate all the HomeBuy schemes available but you can contact the HomeBuy agents for your area listed below who do:

Regions	Agents	Details
London	Housing Options	Tel: 020 8920 7777 Email: via website www.housingoptions.co.uk
Berkshire Buckinghamshire Essex Kent Oxfordshire Sussex	Homebuy	Tel: 0845 601 7729 Email: homebuy@chg.org.uk www.homebuy.co.uk

Right to Acquire / Preserved Right to Buy

If you live in a property bought or built by Community or Toynbee since 1 April 1997 with funds from the Housing Corporation or the local authority, you may have the right to purchase it at a discount. If we took over your property from a Council then you may have the “Preserved Right to Buy” it. Please ask your Housing Officer or the Allocations Team for an information leaflet to see if you and your home qualify for either of these schemes.

Moving Out? Let us know!

If you are moving out of your home, remember that you have to end your tenancy on your current home. To avoid having to pay two lots of rent you need to give us notice of your intention to leave as soon as possible. **You must inform One Housing Group of your intention to move home at least a month before you want to move.**

If you receive **housing benefit** you must also tell the Housing Benefit department. The last day of your tenancy must be on a Sunday and we will continue to charge you rent until you

have handed in your keys. The keys should be returned to your local One Housing Group office by midday the following Monday.

You will also need to organise to have **your utilities** (such as gas, electricity and telephone) closed from your old home and have new accounts set up at your new home. You will need to write down the meter readings for your final bill. We also ask people to return their electric and gas payment cards for the new tenant.

Gas cookers will need to be disconnected by a licensed Gas Safe Register engineer, electric cookers must be disconnected by a qualified electrician and washing machines disconnected by a qualified plumber.

If you have any **unwanted large household items** you can contact your council to arrange to have them collected. Some local authorities may charge a small fee for this service. Alternatively you could contact your local charity shops who may also collect your unwanted items and will often do so free of charge.

When you leave your property you must:

- leave it clean and tidy
- leave it in reasonable decorative order
- repair any damage you have caused (such as holes in doors) and replace anything missing
- remove all rubbish and belongings.

Who can help me?

Moving home can be extremely stressful. It's always useful to think about who could help you move - family, friends, your social worker - and ask for their help.

Who to inform?

Here is a checklist of people you may need to inform:

- Bank, Building Society or Post Office
- Council tax office
- Department for Works & Pensions
Private /occupational pension offices
- Electoral services
- Electricity
- Gas
- Telephone
- Television Licensing Authority
- Water
- The Benefits Agency
- GP and other health service providers (hospital, chiropodist, optician, etc)
- Support worker / Social worker
- Insurance company
- Meals on wheels
- Milk delivery service
- Newsagent
- Occupational therapy service
- Postal service

Further Information

For further information, please visit our website where you can view a copy of our Allocations Policy:

www.onehousinggroup.co.uk

You can also contact our Customer Contact Centre on **0300 123 9966** with questions relating to the information within this leaflet or to request a copy of our policies and procedures.

If you have any suggestions or ideas on how this leaflet could be made more useful, please send an email to the Service Improvement & Policy Team's Solutionsbox:

solutionsbox@onehousinggroup.co.uk

or write to:

Solutionsbox
c/o Service Improvement Team
Freepost LON4191
London NW1 0YT

This document is also available in other languages, large print, Braille and audio format by calling 0300 123 9966.

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রেইলে (অক্ষলিপিতে) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে **0300 123 9966** নাম্বারে ফোন করুন।

本文檔亦可提供其他語言、大字體、盲文及聲音格式的版本，請撥打**0300 123 9966**垂詢。

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la' ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966.