

MOVING ON



THAMES VALLEY HOUSING

Moving On

This leaflet gives you advice about:

- Exchanging your current home
- Transferring to another property
- Options for buying the home you live in
- Options for buying a different home
- What needs to happen if a tenant dies

Mutual exchanges and transfers

(Assured tenants only)

Mutual Exchanges

This is when you swap your home with another housing association or council tenant.

www.homeswapper.co.uk is a UK-wide mutual exchange web service free to TVH residents who have an assured tenancy. You can exchange with anyone registered on the site.

You need to register with Homeswapper. Once your details have been verified, you can search for advertised properties and other registered users can find out about your home.

Some local authorities run their own mutual exchange schemes. You should contact your local authority to find out if they do. You can register with them as well.

Once you have found someone you wish to exchange with, you need to obtain our permission before the exchange can go ahead. You will be

refused if your rent account is in arrears, there is a valid Notice of Seeking Possession, you have outstanding sundry debts on your account or if you are still in the probationary period of your tenancy.

If you exchange into a Secure Tenancy you may acquire the 'Right to Buy'. The mutual exchange process can take up to 42 days from the date you notify us that you have found a mutual exchange partner. It is your responsibility to ensure all keys and other relevant equipment and documentation are exchanged/provided. Please see our repairs information for details of repairs that are your responsibility.

Transferring to another property

We no longer hold a transfer list for tenants. Empty properties are given back to the local authority and tenants who want to transfer should register with their local authority. This will still give them access to properties owned by TVH, the local authority and other housing associations.

Domestic Violence

Exceptions are for those suffering from Harassment or Domestic Violence. We will respond to transfer requests from sufferers of harassment and domestic violence. We will work in conjunction with the Local Authority and supporting agencies to investigate and facilitate a move where appropriate.



Home Ownership

Buying the home you live in

If you are a Secure Tenant you may have the 'Right to Buy' (RTB) which allows you to buy your home at less than the market value. The amount you pay will depend on how long you have lived there and any other tenancies you may have had which qualify for the scheme.

If you are an Assured Tenant you may have the 'Right to Acquire' if your property was built after 1997, although it will depend on how long you have lived there.

In both cases you will need to live in a house or flat which is self-contained, and is your only or main home. Please contact our Customer Service Centre on 0800 358 7767 (option 3) for more information.

Social Homebuy

Secure and Assured tenants can now apply to buy their existing home through a new scheme called Social HomeBuy.

This scheme enables you to buy part of your property with a mortgage. You pay a reduced rent on the outstanding share. You can purchase a further percentage of the property at any time, until you own the property outright.

Social Homebuy is offered at our discretion and is at all times subject to availability of funding.

For more information, please contact the HomeBuy Team on 0845 35 12345, email info@tvha.co.uk, or go to www.tvha.co.uk/find-a-home

Shared Ownership (New Build Home Buy)

This is the same as Social Homebuy except you purchase a property newly built by a housing association, or you purchase the existing percentage on a shared ownership home, and not the home you currently live in.

In order to be nominated for a Shared Ownership property, you need to register with your local authority even if you are a housing association resident already.

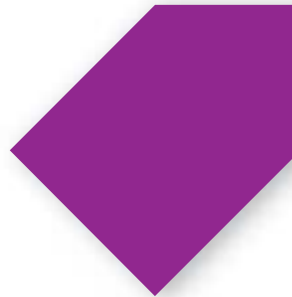
If you wish to receive more information, contact the housing department of your local authority, call our Home Ownership information line on 0845 35 12345 or go to www.tvha.co.uk/find-a-home



Ending your tenancy

If you want to leave your home and end your tenancy, **you must give us four weeks' notice** in writing either by post or by email. If you advise us by email, you must follow this up as soon as possible with signed copy.

If you email us, you must also send us a print out of the email with your signature. You will receive confirmation within 10 working days. If you don't receive this, please contact the Customer Service Centre on 0800 358 7767 (option 3).



Leaving the property

When you tell us that you are leaving the property we will come and inspect it to let you know if you need to carry out any repairs before you leave. If you do not carry out the repairs we have identified, you will be recharged.

Please help us to keep our properties safe when they are empty:

- Leave any net curtains hanging if you do not want them
- Lock all the doors and windows when you go

Please return a set of keys to us by hand or by recorded delivery when you leave, or you may still be liable to pay rent. You should do this on the last Saturday before your tenancy ends. Keys should be labelled with your name and the 6 digit reference number. All duplicate and other keys, (for example, keys to bin sheds, post boxes, windows etc) should be left in the kitchen drawer and clearly labelled.

Your rent account must be cleared and your flat or house must be empty and clean when you leave.

All your personal belongings must be removed from the property and the garden must be left in a tidy state.

Your local Council may be able to dispose of large furniture or items that you do not want. There may be a charge for this service.

Alternatively, there are local organisations who arrange for furniture that is in good condition to be recycled and passed on to families in need at affordable prices. If you have furniture, white goods or other household items that could be of use to another family, contact The Furniture Reuse Network (FRN) for details of an organisation in your area. Collection is normally free.

Visit The Furniture Reuse Network (FRN) website to find your local Furniture Recycling Scheme at www.frn.org.uk or telephone them on 0117 954 3571

You may be charged the cost of removal if you leave anything behind, and cleaning charges if the property is left dirty.

If a tenant dies

The tenant's next of kin must tell us and send us a copy of the death certificate.

The next of kin needs to remove the tenant's belongings and return the keys to us.

Housing Benefit stops from the date of a person's death. If the next of kin can clear the property within a week we will not charge rent for that period. If this is not possible rent will be charged to the estate until the keys are returned.

If it is a joint tenancy, the remaining tenant must send a copy of the death certificate so they can succeed to the tenancy.

If a member of the tenant's family was living with the tenant at the time of their death they may have the right to succeed to the tenancy and should contact our Customer Service Centre on 0800 358 7767 (option 3).

Notes





Thames Valley Housing

Premier House,
52 London Road,
Twickenham, TW1 3RP

- Customer Service Centre:
0800 358 7767
- Opening hours:
8am - 6pm Mon-Fri
- Fax: 020 8607 9923
- Email: info@tvha.co.uk
- Web: www.tvha.co.uk

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Translations and Interpretation

If you need to contact us about anything and need an interpreter, call 0800 358 7767 and tell us your language.

We can also provide a large print or an audio version of this document

إذا رغبت بالاتصال بنا بخصوص أي امر وتحتاج لمترجم، اتصل على 0800 358 7767 واخبرنا ما هي لغتك. أيضاً بإمكاننا توفير منشور بطباعة ذات احرف كبيرة او تسجيل صوتي لهذه الوثيقة.

اگر به هرذیلی لازم دارید که با ما تماس بگیرید و نیاز به مترجم دارید، لطفاً با شماره 0800 358 7767 تماس بگیرید و زبان مورد نظر خود را اعلام کنید. ما می توانیم چاپ با حروف درشت یا نسخه صوتی این سند را برای شما تهیه کنیم.

Si vous avez besoin de nous contacter, quelle qu'en soit la raison, et avez besoin d'un(e) interprète, appelez le 0800 358 7767 et indiquez-nous votre langue. Nous pouvons aussi vous fournir une version audio ou imprimée en gros caractères de ce document.

Jeśli chciałbyś o coś zapytać a wymagasz pomocy tłumacza, zadzwoń na numer 0800 358 7767 i powiedz nam, w jakim mówisz języku. Powyższy dokument dostępny jest również w formie dużej czcionki oraz w wersji audio.

Se precisar de nos contactar e necessita de um intérprete, telefone para: 0800 358 7767 e diga-nos que lingua fala. Também podemos providenciar este documento em letras de tamanho grande ou em audiocassete.

ਜੇਕਰ ਤੁਸੀਂ ਸਾਡੇ ਤੋਂ ਕੋਈ ਗੱਲ ਪੁੱਛਣੀ ਹੈ ਅਤੇ ਇਸ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ (ਦੁਬਾਸ਼ੀਏ) ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 358 7767 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਬੋਲੀ ਦੱਸੋ।
ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੱਡੀ ਲਿਖਾਈ, ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਵੀ ਦੇ ਸਕਦੇ ਹਾਂ।

Hadii aad u baahatid inaad mala soo xiriirtid una baahan tahay turjumaan, soo wac 0800 358 7767 adigoo noo sheegaya luqadda aad ku hadashid. Waxa kalood heli kartaa dokumentigan oo maqal ah ama far waaweyn ku qoran.

اگر آپ کو کسی بھی مسئلے میں ہم سے بات کرنے اور اردو زبان کے ترجمان کی ضرورت ہے تو اس نمبر 0800 358 7767 پر ہم سے رابطہ کریں۔ یہ دستاویز کو آپ کو اپنی زبان سے ترجمان یا آواز کی صورت میں آڈیو ٹیپ یا جی میسج کی جاسکتی ہے۔