

## Information for Tenants

Leaflet No. 16  
(Issue May 2011)

### Transfers

**You should only apply for a transfer if your circumstances have changed and your present accommodation is no longer suitable.**

### Exchanges

**The Association will consider and normally agree to mutual exchanges between tenants of the Association and other Housing Agencies.**

### Other Mobility Options

**In addition to transfers and exchanges other options are available.**

### Moving Out

**This leaflet provides advice if you have found alternative accommodation and are moving out of your property.**

### Moving Home

**This leaflet gives you essential information and some useful reminders to help your move go smoothly.**

## Transfers

Arcon operates a transfer scheme for existing tenants who have occupied their home for one year or more and who wish to move from their present accommodation because of a change in their circumstances.

Arcon receives a large number of transfer requests and tries to assist as many people as possible. However, priority is given to those who are in the most urgent need for rehousing.

### How do I apply for a transfer?

Contact Arcon's office or local surgery, where you will be able to speak to the housing officer who is responsible for the management of your area or development.

An application pack will be sent to you, and will be assessed in accordance with Arcon's policy.

Transfer requests are considered in conjunction with applicants on the Waiting List and Local Authority nominations when shortlisting for suitable vacancies.

### How will my application be assessed?

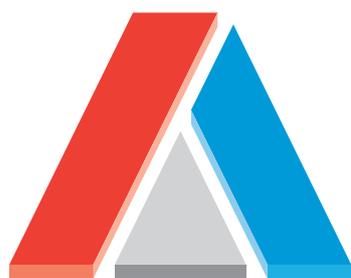
Your transfer application will be assessed and placed in date order in a priority group depending on your housing need. When your application has been assessed you will be notified in writing of your Priority Group and your position on the waiting list for your chosen schemes.

### Transfers and Arrears

An offer to transfer to alternative accommodation will generally not be given where the rent account is in arrears unless:

- There are urgent medical, social or property condition grounds for a transfer.
- The arrears are caused by delays outside the tenant's control, eg delayed payment of housing benefit.

Moving from  
your home



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- The Housing Director has agreed a move to a property with a lower rent.
- The arrears are under control, ie the tenant has regularly reduced their arrears under a formal written agreement for the last six months. In situations where the arrears are not under control, the Association should normally be taking legal action to recover possession of the dwelling and a transfer should not be considered.

Where the transfer of a tenant in arrears is agreed, it will be a condition of the transfer that the tenant signs an appropriation agreement as part of their new tenancy agreement. This agreement allows Arcon to use payments of current rent or charges to reduce/clear arrears outstanding on former Arcon tenancies. Once the tenant has signed the agreement it should be inserted into their new tenancy agreement.

### **Property Condition**

In cases where the property is not in an acceptable condition for the tenant to be considered for a transfer because of poor decoration, property defects caused by the tenant or non-standard fittings, the tenant will not be able to go onto the transfer list until the works have been completed.

### **Number of Offers**

Two reasonable offers of accommodation will be made. A reasonable offer will meet the essential needs of the household eg. in terms of size or floor level. Tenants have the right of appeal if they consider a property offered to be unsuitable. The appeals procedure is outlined in the separate leaflet on Complaints and Appeals.

### **How long would I have to wait for a transfer?**

- It is Arcon's policy to allocate 10% of new lets or relets in one year to transfer requests.
- It depends on the size of the property and area you require.

## **Exchanges**

### **Your right to exchange**

Applications for mutual exchanges are all put on the national **Homeswapper** database. Tenants and Arcon Housing Association Ltd staff can then access the database via the website to check on the progress of the application.

### **You have the right to exchange with:**

- Another Arcon tenant.
- Another Housing Association tenant.
- A Local Authority tenant.

### **What do I do if I want an exchange?**

- You must find another suitable tenant to exchange with.
- Once you have found someone to exchange with, you must write to the Association with a request for an Application Form for consent to a mutual exchange.

### **How are exchanges dealt with?**

- An application form will be sent to you and the request for an exchange is confirmed when the form is returned to Arcon.
- Arcon will then write to the exchange partner's landlord for a tenancy report.
- Arcon's Maintenance department will carry out a full inspection of the property.



## Reasons for refusal of an exchange

The Association would only refuse an exchange for one of the eleven reasons in schedule 3 of the Housing Act 1985 section 92. The main reasons are:

- There were rent arrears on yours or your exchange partner's rent account.
- There is going to be over-crowding or under occupancy of the property.
- Your exchange partner's tenancy report is not satisfactory.
- If your property is in need of repair due to tenant's negligence.

Your exchange partner will be given every opportunity to carry out a full inspection of the property and confirm in writing that the property's condition, fixtures and fittings are suitable for their requirements.

## Other Mobility Options

Many tenants find it difficult to move because they do not have sufficient priority for a transfer. Tenants may wish to contact their housing officer to discuss any other options available.

## Moving Out

### Ending your Tenancy

You should give four weeks notice in writing stating the actual date you intend to move and a forwarding address. Your tenancy must end on a Sunday.

## Moving Home

When you move out of the property, you will need to remember to do several things.

### Clearing your home

Please make sure that your home is left clean, tidy and ready for the next person. (An Officer will make an appointment to visit you and advise you about this). You must also leave your home in good repair and a charge will be made if you do not. You must leave all internal fittings such as doors, fires, light sockets and cooker points. If you have removed a door, you must leave a suitable replacement. If you have fitted a fire or kitchen for example, you must leave it in, or provide and install a suitable replacement. If you have made improvements or changes without permission, you may be asked to reinstate to the original standard. Remember that you are responsible for any damage caused by yourself, your family and guests.

**REMEMBER: Only registered gas contractors (GAS SAFE) can fit or disconnect a gas cooker. Only registered electrical contractors (NICEIC or ECA) can fit or disconnect an electrical cooker.**

You need to make sure that your rent is up to date when you leave. If you cannot bring your account up to date, it is very important that you speak to your Housing Officer and make an arrangement to pay. Failure to do this could result in court action, so please do speak to someone on the telephone or when you hand in your keys.

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# Moving from your home

## Emptying your home

Unless you have agreed otherwise with the housing officer, you should ensure that all furniture, carpets, shed and garage contents etc. are removed. You can arrange for any rubbish or unwanted items to be taken by your local council refuse department. You must not leave rubbish or unwanted furniture in the property or garden, you will be charged if you do. If you have furniture that may be of use to someone else, it is worth looking for charities and other organisations who will remove it for you.

## Returning the keys

When you give notice, Arcon Housing Association Ltd staff will make arrangements with you about the return of keys. Rent will be charged until the keys are returned. If you do not return any keys you will be charged for every lock we need to change.

Please make sure you give your utility providers final meter readings. Before you leave, make sure you have turned off all taps and if possible, turn the water off at the stop tap. If you are unable to do this please tell us and we can carry this out for you.

## Advice for relatives and next of kin

If you are responsible for clearing a property when a relative or friend dies, please advise the office as soon as possible and let them know when you will be returning the keys. Rent continues to be payable until the keys are handed in and we will claim any outstanding rent from the estate of the deceased. Housing benefit will cease on the first Sunday after death.

## Moving Home Checklist

- Have you given notice?
- Make a note of the day your keys are due back.
- Arrange mail redirection.
- Arrange removal.
- Arrange insurance in new home.
- Arrange removal of rubbish and unwanted items.
- Check everything is clean and tidy.
- Make sure damage is repaired. (you may be charged if not)
- Make sure rent is up to date.
- Turn off water/gas/electricity.
- Hand keys in.

## People who need your new address:

- Council Tax Office.
- Housing Benefit Office.
- Banks.
- Child Benefit Department.
- Water Authority.
- Cancel milk, papers etc.
- Phone, cable/satellite companies.
- TV Licensing.

## Arrange final meter readings:

- Gas.
- Electricity.
- Water.