

OTHER OPTIONS




You could try Mutual Exchange. This is when you find another assured or secure tenant to swap homes with. Please ask for a copy of our **Mutual Exchange leaflet** which will give you full details of this scheme and the HOMESWAP scheme, which assists tenants across the UK to carry out mutual exchanges.

POINTS TO REMEMBER

- We cannot move you if you have rent arrears
- All costs associated with moving home are your responsibility
- You need to give us four weeks notice that you wish to end your tenancy. You will be responsible for the rent for that period even if you move out early
- You must leave your home in a clean and tidy condition and carry out any repairs that are your responsibility

OTHER INFORMATION

We also have other leaflets that may be of interest to you. To get a copy of any of these leaflets, just call the Customer Services Centre or speak to your local SAHA Officer.

-  Mutual Exchange
-  Applying For A Property
-  Dealing With Debt

**Salvation Army Housing Association
Customer Services Centre**

33/35 Chorley New Road, Bolton, BL1 4QR

Phone: 0800 970 6363

Fax: 01204 375768

Email: service.centre@saha.org.uk

Registered Offices: Barber Surgeons Hall, 1A Monkwell Square, London, EC2Y 5BL

MOVING HOME

Transfers

What are my options?

How can SAHA help?

MOVING HOME

Salvation Army Housing Association (SAHA) knows that peoples' lives and circumstances change and they may need to move home. This could mean to a larger property for an expanding family, to ground floor accommodation to aid mobility or to a different area for work or personal support reasons.

This leaflet is designed to give SAHA's existing assured tenants advice and information on the options available and how SAHA can help you.

THE OPTIONS

Internal Transfer

You can apply to transfer to another SAHA property if you can demonstrate that you have a substantial reason for needing to move. For example if: -

- You have become overcrowded in your current home (as long as you have not deliberately breached your tenancy conditions)
- Your existing home is unsuitable for medical reasons
- You are under-occupying your current home
- You are experiencing serious harassment
- Your health & safety is at risk
- You need to move closer to employment
- You need to move closer to family or friends to receive support.

HOW DO I APPLY FOR A TRANSFER?

All you need to do is phone the Customer Services Centre on 0800 970 6363. They will be able to tell you whether we have a suitable property in the area to which you wish to move. If we have, they will send you a Transfer Application Form to complete and return. Your Housing Officer will carry out a home visit to check the details. We will award your application points depending on your circumstances, on the same basis as we do for new applications. If a suitable property becomes available, your application will be considered by the Allocations Panel along with any other applications.

If we do not have the type of property you need in the area you wish to move to, but you still have a housing need, your Housing Officer can assist you with a HOMES nomination.

H.O.M.E.S. Nomination

A HOMES nomination is where your Housing Officer contacts other Housing Associations and Councils in the area you wish to move to see if they have any suitable properties available. If they haven't, they will sometimes allow you to join their waiting list in case a suitable vacancy should occur. They would then contact you direct.

HOW DO I APPLY FOR A H.O.M.E.S. NOMINATION?

Phone the Customer Services Centre on 0800 970 6363 and ask for a H.O.M.E.S. Nomination form. Complete the form and return it. Your Housing Officer will then visit you to discuss your requirements and reasons for moving. Your Housing Officer will send the completed form to other landlords in the area you wish to move to who are registered with H.O.M.E.S. If they do not have a suitable property available, they may agree to add your application to their waiting list. Either way, your Housing Officer will keep you advised of the responses received.