

# Moving House

You may find that you want to move from your existing Council house for a number of reasons:

- there may not be enough bedrooms for your family
- your present home may be too large now that your family has left home
- there may be medical reasons why you need a different type of property
- you may need to move for a job or for social reasons

We can help you in a number of ways:

## **APPLYING FOR A COUNCIL HOUSE TRANSFER**

If you wish to transfer your tenancy to another council property or move to housing owned by another social landlord in the borough, first you will need to complete a common housing register application form, which is available on-line at the Council's website or by telephoning (01443 873521). Your application will be assessed against the Common Allocation Policy. If eligible to join the Housing register your application will be placed in one of three bands, depending on your current situation. For more information on the Common Housing Register please contact (01443 873521) or visit the Council's website - <http://www.caerphilly.gov.uk/Services/Housing/Find-a-home/Common-Housing-Register>

## **PLEASE NOTE: YOU WILL NOT NORMALLY BE OFFERED ANOTHER HOME UNLESS:**

- ALL RENT ARREARS AND HOUSING RELATED DEBTS ARE CLEARED, OR YOU ARE COMPLYING WITH AN AGREED PAYMENT PLAN
- YOUR PROPERTY HAS BEEN KEPT TO THE STANDARDS REQUIRED BY YOUR TENANCY AGREEMENT
- THERE IS NO LEGAL ACTION PENDING AGAINST YOU BECAUSE OF A BREACH OF YOUR TENANCY AGREEMENT

## **MUTUAL EXCHANGES**

An exchange is where you "swap" your Council house or flat for another property. You can "swap" homes with another tenant of this Council, a Housing Association tenant or a tenant of another Council. **BUT YOU MUST GET OUR WRITTEN AGREEMENT FIRST.**

Caerphilly County Borough Council is a member of the online exchange service provided by Homeswapper. If you wish to register your details, apply on line at **[www.homeswapper.co.uk](http://www.homeswapper.co.uk)**. If you do not have access to the Internet, call into your local Housing Office for further advice and assistance. The Homeswapper service will hold details of mutual exchanges within the local area as well as details of those wishing to move here from outside the area. The four main Housing Associations operating in the borough (United Welsh, Linc, Wales & West and Charter) are also included in this scheme.

Any Caerphilly County Borough Council or Housing Association tenant can register FREE of charge via the internet or by downloading the free HomeSwapper App. If you don't have access to the Internet you can complete an application form, which is available on request from your local Housing Office.

Once you have registered, you will be able to go on line and view your matches. Homeswapper will also email you at regular intervals with details of suitable exchange partners. If you do not have access to the Internet, Homeswapper will send you details of suitable exchange partners via your mobile phone.

When you find a match, you will need to contact your local Housing Office to complete a mutual exchange application form in order to obtain written permission from us **BEFORE** you move.

There are only a few reasons why the Council can refuse a request to exchange properties and if your request is rejected you will be advised of the reasons.

**DON'T FORGET – YOU MUST NOT EXCHANGE PROPERTIES WITH ANYONE WITHOUT FIRST OBTAINING WRITTEN PERMISSION FROM YOUR RESPECTIVE LANDLORDS.**

#### **BOTH APPLICATIONS WILL BE CHECKED TO MAKE SURE:**

- THERE ARE NO RENT ARREARS\*
- NO CURRENT BREACHES OF TENANCY
- THERE WILL BE NO SIGNIFICANT OVERCROWDING OR UNDER-OCCUPANCY AS A RESULT OF THE MOVE
- THERE IS NO DAMAGE TO THE PROPERTY YOU ARE LEAVING\*
- THERE ARE NO RECHARGEABLE DEBTS OUTSTANDING

\* Conditional permission to exchange may be given if all rent arrears are cleared or any damage to the property is properly repaired **BEFORE** the exchange takes place.

An exchange will only go ahead when you have **WRITTEN** permission from the landlords of **BOTH** tenants.

#### **MOVING TO ANOTHER PART OF THE UK**

Finding rented accommodation in other parts of the country can be difficult. You can use the Homeswapper Scheme mentioned above to find another tenant to exchange tenancies with or you can contact your local Housing Office for further advice and housing option guidance.

#### **PREPARING YOUR HOME FOR MOVING OUT**

As a Caerphilly Homes tenant you have a responsibility to keep the property, including any garages and outbuildings, in a good state of interior decoration, repair and cleanliness, and keep any garden, yard or forecourt, including hedges which form of the property, in a cultivated and tidy condition. This includes reporting any necessary repairs promptly, and also not making any alterations without first obtaining Landlord's Consent.

If you are moving out of your home you should read your tenancy agreement to remind yourself of your rights and responsibilities, otherwise you could find yourself charged for something that we consider is your responsibility and which Caerphilly Homes have to put right when you move out.

## **Arrange a home inspection**

It is important that a property inspection, including the garden, is undertaken by the Estate Management Officer before your tenancy ends so that we can identify any possible recharges to you before you return the keys to us. A check list has been provided below to assist you when checking the property so that you can put right anything before we visit. If you are unsure about anything please do not hesitate to contact your local housing office.

## **Caerphilly Homes transfer**

If you are moving to another Caerphilly Homes property, your property will have already been inspected and considered acceptable in order for you to move, but this does not mean that you will not be held responsible for issues that could not have been identified on the first inspection or that you have failed to do before you move. Therefore the check list below will assist you to ensure you leave the property without incurring any recharges.

During this inspection we will also complete the paperwork to end your tenancy and arrange a convenient time to carry out any repairs **we need** to do.

### YOUR HOME AND GARDEN CHECKLIST

|   |                          |
|---|--------------------------|
| Remove all your personal items. You must not leave any of your belongings in your home, garden, shed or garage. Don't forget to check hidden areas such as the attic and cupboard under the stairs.           | <input type="checkbox"/> |
| Remove all your floor coverings; such as laminate; carpet; lino or tiles unless you have already agreed with us for it to be given to the new tenant. This is subject to conditions.                          | <input type="checkbox"/> |
| Your home must be free from fleas; mice; rats; cockroaches and animal faeces.   | <input type="checkbox"/> |
| Remove personal medication from your home.  | <input type="checkbox"/> |
| Remove all shelving; picture hooks; nails; screws; hooks from walls, ceilings and doors and make good.  | <input type="checkbox"/> |
| The decoration inside your home is your choice and responsibility. You must ensure your home is free from graffiti, heavy nicotine staining and excessive damage to walls and ceilings.                       | <input type="checkbox"/> |
| Remove all white goods and appliances from your home.   | <input type="checkbox"/> |
| Kitchen units must be intact and in good working order. Worktops must be clean and free from damage such a cracks, burns and splits.  | <input type="checkbox"/> |
| All internal doors must be in place and fitted correctly with working handles and free from damage (including holes and splits).  | <input type="checkbox"/> |
| All window lock keys must be left in the home.  | <input type="checkbox"/> |
| Clean your home.  | <input type="checkbox"/> |
| Keys / tokens for gas and electrical services must be left in the home and any debt cleared.  | <input type="checkbox"/> |
| Remove all your personal possessions and rubbish from your garden / communal area, including; children's play equipment, sheds, greenhouses, garages, rotten or damaged decking and non-permanent structures. | <input type="checkbox"/> |
| Gardens – any hedges, trees and grass needs to be left manageable, free from rubbish and in an acceptable condition as set out in our standards.  | <input type="checkbox"/> |
| If you have carried our any DIY projects inside or outside your home and have not obtained permission from Caerphilly Homes, please contact us immediately.   | <input type="checkbox"/> |

## MOVING HOME HANDY INFORMATION

### What you need to do and how to avoid any nasty surprises.

You may have decided to move home for a number of reasons and whether you're moving to another council property, to one owned by another landlord or buying your own home there are some things you need to do beforehand.

Remember – if you're exchanging properties with someone else you must get permission first from your respective landlords.

### Top tips before you move:

- You must **give us at least 4 weeks notice** – this needs to be in writing to your local housing office. If you leave your home before the tenancy end date, you will normally be charged for all the rent and remain responsible for the property until the 4 week period ends.
- **Let us know your forwarding address** – this is so that we can contact you in the future, if we need to. For example, if we need to return any overpayment.
- **Make sure that your rent account is up to date** – if you leave any debt at the end of your tenancy we will actively seek to recover this from you.
- **Ensure your home is left clean and tidy and in a good state of repair** – if we have to clean, remove rubbish you have left behind or repair any damage to the property you will probably have to pay for any work we do.
- **When you leave, everyone who lived in the property with you (including pets!) must move out.**
- If you carried out any improvements yourself, you must either leave the property as it is, or restore it to its original condition. Some improvements, such as central heating must be left. Please contact your housing office for more advice

| This guide shows the typical charge for common work             |         |
|---|---------|
| Clearing a home of a tenant's belongings and disposing of them. | £367.60 |
| Renewal of an internal door due to damage (per item).           | £114.67 |
| Retiling of a kitchen floor.                                    | £463.32 |
| Renewal of a damaged electric socket.                           | £19.51  |
| Renewal of a damaged toilet tank.                               | £103.04 |