

Transfers to another Unity home

If you are already a Unity tenant and want us to move you to a different home, we call this a *'transfer'*.

We advertise most of our empty homes in the *Leeds Homes* magazine, and you have to bid for them. See our leaflet *'Applying for housing'* for more information. You should also bid for homes owned by the council and other housing associations.

We also let a small number of properties each year by *'management let'*, which means letting an empty home to a tenant without them having to bid for it.

How to get a transfer

You need to be registered with *Leeds Homes* and to bid for a home. We only transfer people who are keeping to their tenancy agreement, so please check that your rent is up to date and that your home is in good condition - see our leaflet *'Tenant repairs'*.

This is what we will do to help you move.

- If you are not registered with *Leeds Homes*, we will send you an application pack.
- Sometimes, our tenants have a good reason for needing to move, but aren't high enough priority to get a home quickly through the bidding system. In this case, we will consider you for a *'management let'*, as long as you have been keeping to your tenancy agreement.
- If we can offer you a transfer, we will inspect your home first and ask you to pay for any rechargeable repairs before we move you.

We may refuse a transfer for the following reasons.

- You are in rent arrears.
- You have not looked after your home.
- You have been causing anti-social behaviour.
- You have broken your tenancy agreement.

Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at **uha@unityha.co.uk**.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

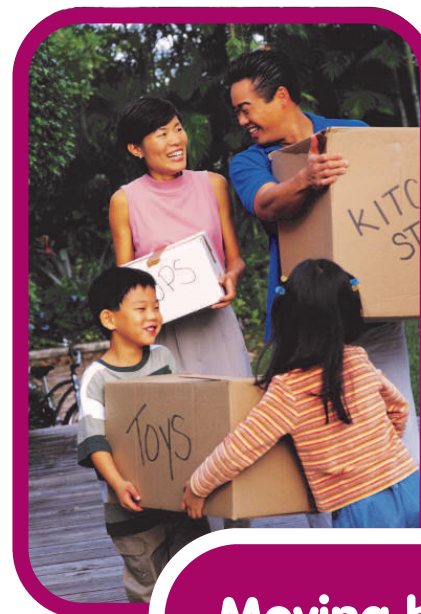
Our contact details

Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

 **(0113) 200 7700**

Email: **uha@unityha.co.uk**

Web: **www.unityha.co.uk**



Moving home


Unity
Housing

**Moving in
Moving out
Mutual exchanges
Transfers**

**Leaflet 08
Version 3 - June 2011**

Moving home

It's supposed to be one of the most stressful things we will ever do! Despite this, we all need to move home sometimes when our needs change.

Unfortunately, there are far more people wanting social housing in Leeds than there are homes available. We will try our best to help you move, but cannot guarantee to offer you the home you want. You can help us by being as flexible as possible.

You will need to read our leaflet '*Applying for housing*'. It tells you how to get on our waiting list by and how to bid for our homes using *Leeds Homes*.

Leaving your home

When you decide to move out, you need to give us at least **4 weeks notice in writing**. Your notice period has to end on a Sunday. We expect you to:

- give us the right notice to end your tenancy;
- tell us your forwarding address;
- leave the property empty, clean and tidy;
- pay any outstanding rent and service charges;
- hand in the keys by **10am Monday** at the end of your notice period;
- repair or pay for any damage that you are responsible for (see our leaflet '*Tenant repairs*');
- take meter readings;
- get your post redirected; and
- fill in and return our feedback questionnaire.

Jargonbuster

Leeds Homes: the organisation that manages our waiting list and advertises empty and available homes for Unity, the council, some housing associations and some private landlords.

www.leadshomes.org.uk

(0113) 222 4413

Moving into your new home

Once you've been offered a new home, there are a lot of things to sort out. This is how we will help.

- We will arrange a convenient appointment to let you view the property and show you round.
- We will make sure that your home meets our lettable standards. See our leaflet '*Lettable standards*' for more information.
- Your home will be clean and safe.
- If we have to do some small repairs after you have moved in, we will let you know what they are and arrange a convenient appointment.
- If the decoration is poor, we may offer you some decoration vouchers.
- We will make an appointment to test your heating and electrical systems to make sure that they work properly when you move in.
You must arrange for your electricity and gas supplies to be on by this date.
- We will arrange for any security screens to be removed from your home when you move in.

Please give us at least two working days notice of when you want your heating and electrical systems to be tested, or your security screens removed.

We will give you the following information to make sure that you know your rights.

- Tenancy agreement and sign-up pack
- Advice about paying rent and claiming housing benefit
- Home insurance application pack

We will also make the following checks to see if everything has gone smoothly.

- New tenant satisfaction questionnaire
- Visiting you at your new home 4-6 weeks after you move in

Mutual exchanges (swapping homes)

A mutual exchange is where two or more tenants decide to swap homes. You can swap with any other housing association or council tenant.

Finding your new home: The *House Exchange* website is free for Unity tenants. It covers Leeds and the rest of the country. If you don't have internet access at home, you can register at any council office or at Unity's offices.

www.leadshomes.houseexchange.org.uk

To register, complete the online registration form to receive your ID number and password. You will be able to use the website within a few days.

Organising your swap: Be careful and check the other tenant's home thoroughly. Once the exchange goes ahead, you will have to pay to fix any damage or dodgy DIY, even if they caused it.

To apply for permission, please contact us. We will make some checks and, if there are no problems, we'll give you permission to move within 6 weeks. However, we may refuse for the following reasons.

- You are under a court order or under a *notice of seeking possession* on grounds 1-6.
- The new tenant would seriously over-occupy or under-occupy your home.
- Your home is specially adapted.
- You live in sheltered accommodation.

We may give permission on the condition that you pay off rent arrears or fix damage to your home.

Remember, you must have Unity's permission to do a mutual exchange. **If you swap homes without your landlord's written permission, you are living there illegally and risk eviction.**