

Important information when moving home

Moving out of your council home

To help you move easily and to help the council re-let your old property quickly, there are a few simple steps that you can follow. You should follow these if you are transferring between council properties and if you are moving out of council accommodation altogether:

1. Giving notice

You must give us 28 days' notice in writing that you are intending to leave your council property. This 'Notice to Quit' should be counted from the Monday of the week **after** you are planning to move. If you need any advice about this please contact your neighbourhood officer.

2. Keys

You must return all the keys to your property to the council housing office (see useful contacts). This should be done either on the day you move out or by no later than 12 noon on the Monday on which your 'Notice to Quit' ends.

If you do not do this you will be charged a further week's rent for every week you hold the keys.

3. Gas and electric meter keys/cards

It is essential that you also return to us any gas and electric meter keys/cards, so that the council can have the property safety-tested for the next tenant. If you do not do this, or if you leave the meter in debt, you may be charged for the costs that the council incurs.

4. Accepting liability for the condition of the home you are leaving

The council has experienced difficulties in recent years with some tenants moving out and leaving their home in a poor condition, often with large amounts of rubbish left behind.

This adds significant costs and time delay to the re-letting of the property to a new tenant.

The council may make discretionary payments to tenants who leave their homes in a good condition.

Please, therefore, ensure that your home and garden are left neat and tidy, free of rubbish, with any damage made good. If you do not do this you may be charged for putting the property back in good order.

Please also be aware if you are planning to exchange or transfer, that if your home is not maintained in good order you may not be allowed to move.

5. Rent balance

If you are leaving council accommodation, you **must** pay any outstanding balance on your rent or other charge accounts. We will take action to recover rent and maintenance recovery charge arrears, even if you

are no longer a tenant. This includes using any legal means of tracing you and taking you to court for the debt. These debts will also stay on record in case you come back to us for housing in the future.

You will not normally be allowed to move to another council or housing association home until you have paid back any outstanding rent arrears. There are exceptions to this rule (for example if you need to move as a result of domestic abuse), and, if you require more information on this subject, please contact your neighbourhood manager.

Where your rent account is in credit and you are moving to another council property, your rent credit will be transferred to your new tenancy.

Incentive scheme – earn £150!

In order to help re-let council properties quickly, we offer an **incentive** for outgoing tenants to leave their property in good condition and to comply with the steps described above. At the discretion of the housing manager, the sum of £150 will be given to you if you meet with all of these conditions.

Moving into a council dwelling

All council houses are let through the choice-based letting scheme, Homes 4 Wiltshire. For more information about this service, please contact Homes 4 Wiltshire directly; useful contacts are at the end of this leaflet.

Once you have made an offer on your new council house and it has been accepted, the council will arrange a date with you on which you can move – this will depend on when the property is ready to be let and how much notice you have to give in your existing home.

It is extremely important that you **do not** give notice on your current property until you have had confirmation that your move is to go ahead. Doing so could lead to your losing your home.

Please note if you are in receipt of benefits, housing benefit will not pay any money towards the rent on your new home until you can show that you have actually moved into the property.

Please see the **moving home check list** below to help you with a stress-free move.

Moving home checklist

This information has been designed for you to use when viewing a property; we understand just how stressful moving home is and how you need to ask the right questions at the time of viewing. You may feel that you don't require this information immediately, but if you do choose to accept the property you are viewing it will come in handy!

Take a tape measure and take your own room measurements!

Ask about:

1. Rent
2. Council tax
3. Water meter
4. Location of gas meter
5. Location of electricity meter

6. Location of water stop cocks
7. Cooker points – gas, electricity
8. Fireplaces
9. Always ask about gas safety checks!

External features

Check: Driveway and paths / garage / car park / front garden / back garden / patios / built in BBQ areas / ponds / outside Taps/ Outdoor Lighting/ Secure Fencing / Gates / Washing Line / Any Sheds or Outhouses.

External and internal doors

Check for: Damage to frame, damage to door and fittings, doors open and shut and locks work.

Windows

Check for: Damage to frames, window sills, damage to glass, windows open and shut, all stays and handles are fitted.

Woodwork

Check for: Damage to skirting boards, note if there are pieces missing, stair banisters and hand rails.

Walls and ceilings

Check: Rising damp, mould growth, cracked, blown or raised plaster.

Electrics

Check: All light switches by turning them on and off; if a light does not work ask for the bulb to be changed. Check all switches and sockets for damage. The home will also be inspected and a safety check provided by the landlord.

Bathrooms

Check: Damage to bath, sink, shower, toilet, taps, plugs and any fittings. Do turn on the taps and flush the toilet to make sure it is all working.

Kitchen

Check: Number of base units, number of wall units, shelving, storage cupboards, larders, number of sockets, plumbing for washing machine/dishwasher; sink and taps work, general state of the room orderly.

Telephone sockets

Check: Location(s)

Light fittings, carpets, curtains and blinds

Check: Condition? Are they going to be left for you – do you want them?

Moving house notification contact list

Before you move you should contact the following that apply to you and your family, in advance of the moving date. Ideally this should be done one month prior to the move to allow for monthly bills and goods to arrive at the correct address.

Household and personal item billing

- Electricity company
- Gas company
- Water company

- Council offices - council tax benefits office
- Telephone company
- Internet service providers
- Contract mobile telephone company
- TV licensing
- Cable TV provider
- Sky TV
- House contents insurance
- Personal insurance

Finance

- Bank
- Building societies
- Pension providers
- Loan companies
- Investments
- Credit cards
- Store cards

Education

- Pre-school
- Schools
- College
- University
- School bus passes

Unemployed / Employment

- Benefits agency job seekers - income support - incapacity disability living allowance
- Child benefit
- Tax credits
- Employers
- Inland Revenue – self-employed

Vehicle / public transport

- Car / other vehicle Insurance
- DVLA - driving license
- DVLA - registration documents
- Bus pass
- Disability parking permit

Medical

- GP surgery
- Hospital clinics
- Opticians
- Dentist
- Orthodontist
- Osteopath
- Health visitors
- Occupational therapist
- Social services
- Speech therapist
- Hearing therapist
- Physiotherapist
- Pain clinic
- Any other medical

Social Life and Online Shopping

- Library
- Book clubs
- EBay account postal address
- Amazon account postal address
- Play account postal address
- Magazine subscriptions
- Charity subscriptions
- Catalogues and order companies
- Sports gym/swimming clubs
- Avon or other Representative

Home deliveries

- Newspapers
- Milkman
- Grocery Deliveries

Legal

- Courts including Jury Service if a case is still applicable
- Probation officers
- Solicitors
- Passport office

Animal care: pets

- Vet clinics
- Home delivery feed suppliers
- Dog/other pet walker
- Training classes
- Animal clubs
- Pet insurance

Useful contacts

Homes 4 Wiltshire (choice based lettings)

Please contact the Homes 4 Wiltshire Customer Services Team on 01380 734734 or email us at homes4wiltshire@wiltshire.gov.uk . You can also visit our website at www.homes4wiltshire.co.uk

If you would like to speak to a customer services officer in person to discuss your application, you can do so at the following Wiltshire Council offices:

Wiltshire Council, Browfort, Bath Road, Devizes, Wiltshire SN10 2AT
Wiltshire Council, Monkton Park, Chippenham, Wiltshire SN15 1ER
Wiltshire Council, 25-27 Milford Street, Salisbury, Wiltshire SP1 2AP
Wiltshire Council, 165 Bradley Road, Trowbridge, Wiltshire BA14 0RD

Housing Management: contact your neighbourhood manager for general enquiries about moving out of your council property,

Postal address:

Housing Management, Department of Neighbourhood and Planning,
PO Box 2281,
Wiltshire Council,
Salisbury SP2 2HX

Telephone: 01722 434294 or 0300 456 0100 (low cost call)

In person:

Housing Management
Department of Neighbourhood and Planning,
25-27 Milford Street,
Salisbury SP1 2AP.



Information about Wiltshire Council's services can be made available on request in other languages and formats such as large print and audio. Please contact the council on 0300 456 0100, by textphone on 01225 712500 or by email on customerservices@wiltshire.gov.uk