



# Moving In

## Moving In

Before you move into your new home you will need to go through a sign-up process. To complete this we will need the following from you:



- Advance Rent payment – You will need to pay one week's rent in advance at the sign-up, unless you are a transferring resident or are moving into one of our sheltered housing schemes.
- Bank details – A Direct Debit form can be completed at the sign-up and we will need your bank details to do this. See our Rent section on other ways to pay your rent.
- Housing Benefit forms – If you are hoping to receive Housing Benefit to cover part or all of your rent you can get an application form from our offices or your local council.
- Identification – Bring with you some photographic identification, for example, a passport or driving licence. We also need to know the national insurance numbers of anyone who will be signing the tenancy agreement.

Once you have signed your tenancy agreement you will be given the following:-

- Tenancy agreement – A copy of your signed Tenancy Agreement.
- Keys – You will receive keys to all main doors, windows, cupboards and any outbuildings.
- Welcome pack – We will give you a Welcome Pack containing useful things needed on the first day in a new home.

We take a photograph of all new residents for their house file. This allows us to check that the correct resident is living in the house, if there is ever a dispute about the tenancy in the future.

### Information about residents

We comply fully with the Data Protection Act. Any information which we hold about you will be treated confidentially and must be kept in a locked filing cabinet or on computers which are password protected.

If you wish to see this information you will need to make a request to us in writing. We will allow you to see the information within 28 days of receipt of your request. There is an administration charge of £10 for this.

### What to do when you first move in

#### Meter readings

On the first day of your new tenancy, check all the readings on your electricity, water and gas meters and call the suppliers to let them know the readings and that you have now moved in. This will ensure that you do not receive a bill for the previous resident.

**It is your responsibility to register your details with any utility companies.**

#### Electricity and gas supply

You will need to call the following numbers to find out who your supplier is:

Gas – 0870 6081524



Southern Electric – 0845 7444555

You should ask for the company's Meter Point Administration Service (MPAS).

### **Sheltered Housing**

If you are moving into a property in sheltered housing we will need your next of kin's details and your GP's name, address and telephone number so that the Sheltered Housing Manager can contact them in an emergency.

### **What can I expect when I move in?**

We inspect all homes before a new resident moves in.

You can expect your home to be clean, in good repair and with good basic decoration when you move in. If this is not possible then you may be given a decoration allowance.

As we are keen to let empty properties as soon as possible, we have a minimum-letting standard for all our properties to ensure that they are in a suitable condition before we let people move in.

Before you move we will ensure that the property is safe and secure and that health and safety repairs have been carried out and the Yale locks changed. All essential repairs will be carried out. However, there may be some non-urgent repairs that need to be done after you have moved in. We will let you know about these when you view the property and give you details and timescales for completion.

We usually remove any items, fixtures and fittings left by the previous resident. In some circumstances where items, fixtures and fittings are in good condition these can be gifted to the new resident. This means that the new resident takes on responsibility for any repair or replacement of that item.

Properties are let unfurnished, no carpets or white goods are provided, with the exception of sheltered schemes where fridges and cookers are sometimes provided in some schemes.

For full details of our minimum letting standards please see our Minimum Letting Standards leaflet. To request this call 0800 876 6060 or download it from our website [www.mdha.co.uk](http://www.mdha.co.uk).

Once you have moved in you are responsible for decorating the inside of your own home. We will decorate the outside, any communal hallways, staircases and landings.

### **Can I move to a bigger or smaller home if I wish?**

There are several ways residents can move home either, within this Association, to other local authorities and housing associations in this area, or across the country.

#### **Transfers**

If you are already a resident of MDHA and wish to move home within the Royal Borough of Windsor and Maidenhead to one of our properties then you can apply to us to do this.

We have an agreement with Windsor Housing which allows our residents and theirs to apply to move between properties owned by the two Associations within the Royal Borough of Windsor and Maidenhead.

#### **Eligibility**

To be able to go onto our transfer list you must be a resident of MDHA or Windsor Housing and you must meet one of the following criteria:-

##### **Over-occupation**

This is when a family lives in a home which does not have enough bedrooms for their needs.

**Under-occupation**

If you live in a property with more bedrooms than you need, you are able to apply to move to a smaller home. If you would like to move to a smaller home you may be eligible for a cash incentive of up to £15,000 to help you cover the costs of moving.

For more details see our leaflet – Financial Incentive to Downsize. You can download this from our website – [www.mdha.co.uk](http://www.mdha.co.uk), pick up a copy at our office or telephone us on 0800 876 6060 to request a copy.

**Living in a flat above the ground floor**

Families with children under the age of 16 occupying a property above ground floor level are eligible to apply for a move to a ground floor property or a house.

**Medical reasons**

You will only be considered for a move on medical grounds if it will significantly improve your physical or mental health, or would reduce hardship resulting from a physical or mental disability.

**Social reasons**

We will consider transferring residents on social grounds where there is clear evidence which shows that an individual or family is vulnerable in their present home. We may require supporting information from Social Services, the Police or other recognised organisations.

**Residents will not be offered a transfer if:**

- They are in arrears with their rent or service charges;
- They have deliberately worsened their situation or given us false information;

- Their current home is in a poor condition, i.e. there is evidence of deliberate damage or neglect. All applicants on the transfer list are required to have a pre-transfer inspection of their home;
- They are in breach of their tenancy agreement in any way;
- They have deliberately attempted to obtain housing fraudulently.

### **Mutual exchange**

We have a register for residents who want to exchange homes with other residents within the Association. Check out our website for details of residents on our mutual exchange register at: [www.mdha.co.uk](http://www.mdha.co.uk). We also have a copy of the mutual exchange register in the reception of our offices in Maidenhead.

Any resident can go onto the mutual exchange register. However we will need to give you our permission before an exchange can take place. An exchange may be refused if there are outstanding rent arrears or you are in breach of your tenancy in any way. Go to our website at: [www.mdha.co.uk](http://www.mdha.co.uk) for further details.

Or if you want to go onto our mutual exchange register contact us at 0800 876 6060.

### **Can I move to an affordable home in another area?**

Yes through Homeswapper. Homeswapper is the UK's largest database for people looking to swap social housing and local authority homes nationally. You can search through the details of many other people who wish to exchange their home. You can also register your own details so that other people searching on the website can see them and get in

touch if they are interested in swapping homes with you.

We have subscribed as a partner landlord with Homeswapper so it is free for you to register your details. The service will even match your details with others who may be suitable for you to swap with. Homeswapper can be used to exchange properties locally or anywhere in the country.



You can find out more information or register at [www.homeswapper.co.uk](http://www.homeswapper.co.uk). We also have a register available at our offices. All swaps must be approved by us.

#### **What must I do when I move out?**

If you are planning to move out you need to give us at least 28 days notice in writing. Your four weeks need to end on a Sunday and keys must be back at our office by 10 am on a Monday morning.

We have forms you need to fill in to end your tenancy with us.

#### **If you are moving out you must:**

- Give us 28 days written notice that you will be leaving the property and allow us to inspect the property before you move out;
- Pay your bills – all your rent and utility bill payments have to be up to date with no arrears;
- Pay for any damage to the property or put it right, before you end your tenancy;

- Leave your home and garden completely empty;
- Leave your home clean;
- Ensure that you have our written consent for any changes you have made to the property or return the property to its original condition;
- Return all the keys by 10 am on the Monday following the end of tenancy.

You will need to arrange to have your meters read, and tell the local council benefit office if you are claiming housing benefit.

#### **End of tenancy bonus**

If you leave your home in good condition when you move out you could qualify for a £100 end of tenancy bonus. The bonus is a reward for meeting all the terms and conditions of your Tenancy Agreement.

If you would like more information on ending your tenancy please call our Customer Contact Centre on 0800 876 6060 or email on: [contact@mdha.co.uk](mailto:contact@mdha.co.uk).

We have a leaflet about our End of Tenancy Bonus scheme which you can download from our website – [www.mdha.co.uk](http://www.mdha.co.uk). You can pick up a copy at our office or telephone us on 0800 876 6060 to request a copy.