



Your Homes  
Newcastle



**Moving** on and  
moving out

This information is about Your Homes Newcastle, who are responsible for managing council homes on behalf of Newcastle City Council. If you need this in a different language phone 0191 278 8633.

This information is also available in easy read, large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

<p>বাংলায় Bengali</p>	<p>এই তথ্য হল নিউক্যাসলে কাউন্সিলের ঘর বাড়ীর ব্যবস্থাপনার কাজ আমরা কিভাবে করি সে সম্বন্ধে। এই তথ্য যদি &lt;বাংলায়&gt; অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩</p>
<p>普通话 / 国语 Chinese Simplified</p>	<p>这是有关我们如何管理纽卡斯尔市政房屋的信息。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。</p>
<p>廣東話 / 粵語 Chinese Traditional</p>	<p>這是關於我們如何管理紐卡素市政房屋的信息。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。</p>
<p>فارسی Farsi</p>	<p>این اطلاعات در مورد شیوه مدیریت مسکن دولتی در نیوکاسل است. در صورت نیاز به این اطلاعات به زبان فارسی یا زبانهای دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.</p>
<p>Français French</p>	<p>Ces informations concernent la manière dont nous gérons les logements sociaux de Newcastle. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.</p>
<p>کوردی سۆزانی Kurdish</p>	<p>ئەم زانیاریانە سەبارەت بە چۆنیتە بەرپۆشەبەرایەتی خانووەکانی شۆرای شاری نیوکاسیلە. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا ھەر زمانێکی دیگەر ھەبە بە زمارە تەلەفۆنی 0191 278 8633 پێوەندی بکەن.</p>
<p>Português Portuguese</p>	<p>Esta informação refere-se à forma como gerimos a habitação social de Newcastle. Se precisar desta informação em &lt;português&gt; ou noutra língua, queira ligar para o 0191 278 8633.</p>
<p>русском Russian</p>	<p>Информация о нашем управлении муниципальными жилыми домами в г. Ньюкасле. Если Вы нуждаетесь в этой информации &lt;на русском&gt; или другом языке звоните по тел. 0191 278 8633.</p>
<p>Español Spanish</p>	<p>Ésta es información sobre cómo gestionamos las viviendas municipales de Newcastle. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.</p>

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## Moving on



Although at the moment you might be quite settled in your home, there may be a time when you need or want a different home. This booklet explains what help you can get.

**We may be able to help you find a new home in the following ways.**

- Your Choice Homes (lettings scheme)
  - Mutual Exchange
  - Right to Buy
  - Right to Acquire (assured tenancies only)
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If you have an urgent and immediate need to be rehoused contact any community housing team or the Your Choice Homes property shop for help and advice (phone 0191 277 2020), or visit the website at [www.yourchoicehomes.org](http://www.yourchoicehomes.org)

## How can I get a new home through Your Choice Homes?

To begin with, you should join the Your Choice Homes scheme. Anyone over 16 can join. You can register using a simple form which will ask about your family (to match empty property to size of household), your ethnic background (for monitoring), your housing history and how long you have lived at your home (we will use this information to decide who we will let the property to when more than one customer is interested in the same property).

### **How do I know what is vacant?**

We will advertise lists of available properties widely every week on a Tuesday.

These lists are available in the Evening Chronicle, community housing offices, the Your Choice Homes Property Shop (6-8 Saville Row), customer service centres, and Your Choice Homes website ([www.yourchoicehomes.org](http://www.yourchoicehomes.org)). They will include some housing association homes and we hope to expand this service to include other landlords.

Information on each property will include details such as the number of bedrooms, rent charges, location and local services. You can get more advice and support from your community housing team.

### **How do I register my interest in a property?**

You can do this by phone, in person or by using the internet.

You will have from Monday until noon on Thursday to respond to an advertisement. You can express an interest in up to three properties each week.

### **How is the property let?**

A list of all the customers who have expressed an interest in a vacancy will be drawn up by computer and, where more than one customer is involved whose circumstances match the vacancy, we will choose the one who has lived longest in their current home.

Before we let a property, we will carry out certain checks such as your identity and the size of your household, and we will ask for references in relation to:

- your rent;
- property damage;
- antisocial behaviour; and
- other criminal activity.

For more information on the Your Choice Homes lettings scheme, please contact any community housing team, the Your Choice Homes property shop (phone 0191 277 2020), or visit the website at [www.yourchoicehomes.org](http://www.yourchoicehomes.org)

## What happens if you have to move me out of my home?




Sometimes we have to carry out major repair or modernisation work to your home, which cannot be done while you are living there. Depending on the type of improvements, you may have to move permanently or temporarily. But, in both cases, we will help you find a new home.

If you have to move because your home is in a clearance or redevelopment scheme, we will tell you who to contact in our Investment Delivery Teams. You will then get help to find suitable accommodation, and help with the process of moving home, including advice about education, health services and so on. We will contact you with more details if this affects you.

You can get more information from the Investment Delivery Teams at:

🏠 YHN House  
Benton Park Road  
Newcastle upon Tyne  
NE7 7LX.

Freephone numbers for the three teams are:

-  0800 091 1255 (East area)
-  0800 091 1256 (Inner West area)
-  0800 091 1257 (Outer West and North area)

 Website: [www.yhn.org.uk](http://www.yhn.org.uk)

## What is a mutual exchange?

A mutual exchange is where two tenants agree to swap properties and tenancies.

This section explains your legal right to carry out a mutual exchange, when and how it can happen, and the responsibilities of everyone involved.

If you have an introductory tenancy, you do not automatically have the right to exchange. Please contact your local community housing team, customer service centre or the Your Choice Homes property shop for more advice.

As a secure tenant you have the right to exchange your home by passing your tenancy to another of our tenants or a tenant of:

- a housing association;
- a private landlord; or
- another council.

The other tenant must have written permission from their landlord first and you and they must have our written permission.

If you decide to exchange with a housing association or private tenant, you will no longer be a secure tenant. For example, if you exchange with a housing association tenant, your new tenancy will normally be assured under the Housing Act 1988. This means you may lose certain rights which you have as a secure tenant.

If you would like to exchange your home you will be able to advertise your home on a dedicated website. If you can't get access to the website staff at your local community housing office will be able to do this for you. You will be able to match your needs with other customers by having access to information about other customers who want to swap homes in the Tyne and Wear region.

### **How do I get permission to exchange?**

You should fill in an application form, which is available from any community housing office, customer service centre and the Your Choice Homes property shop.

You will need to return your forms to your local community housing team. Tenants of housing associations, private landlords or other councils will have to contact their landlords to find out what to do.

### **What happens next?**

We will normally visit you and the person you want to exchange with at home. We have 42 days to decide on your application. If we do not reply to you in that time, you must apply to the courts to force us to give you a decision. You must not go ahead with the exchange without our permission.

### **What happens after we have made a decision?**

We will write and tell you our decision. If we refuse your application, we will write to you and explain why. There are a limited number of reasons why we may refuse to approve a direct exchange application.

Our main reasons for refusing are:

- we have taken legal action to evict you and a valid Court Order or Notice of Seeking Possession is in operation;
- you have broken your tenancy agreement but we have not yet taken legal action (we may approve the application on condition that you put things right);
- the accommodation you are looking for is much bigger than you need (by two bedrooms or more);
- the size of the accommodation you want to move into is not large enough to meet your household's needs;
- one of the properties involved is tied to someone's job;
- the property has been adapted for disabled people, is part of a group of properties with special facilities, or is for people with special needs and you would not need the special facilities.

If we agree the exchange on condition that you do something, we will explain in writing what you must do. If we agree to your application, you and your exchange partner must go to the community housing team which sent the letters immediately after you have moved. You will then receive your new rent cards and a new tenancy handbook. You will have to sign a form, which confirms that you have exchanged tenancies. Tenants of other landlords will need to make sure that they have had the exchange agreed and that their documents are signed and in order.

### **What about repairs after a mutual exchange?**

When you exchange properties you take over the rights and responsibilities of the tenant you have exchanged with. This means that repairs which were the original tenant's responsibility become your responsibility. Make sure that you have checked your new home thoroughly before you apply. If you are not sure who is responsible for repairs, speak to the other landlord.

## What is the Right to Buy scheme?



If you are a secure council tenant, you probably have the right to buy your own home.

For more information, please contact the Right to Buy Section on 0191 278 8677 or by using the freephone at your local community housing office or customer service centre.

## Joint tenancies



Please see the 'Your tenancy' booklet or contact your local community housing office for information about a joint tenancy.

## Moving out



There are so many things to remember and do when you move home. This section tells you what we expect from you when you leave your home.

### How much notice do I need to give?



Unless you are moving to another tenancy with the city council or doing a mutual exchange, you must give four weeks' notice (ending on a Monday) to end your tenancy under the conditions of your tenancy agreement.

You can always give longer notice, but if you give less we will charge you rent to cover the notice period. We need this time to arrange for another tenant to move in.

### Who do I contact?

You need to contact your local community housing team and fill in a 'Termination of tenancy' form. Or, you can give notice in writing. Please tell us:

- which day you expect to move out;
- when it would be convenient for someone to come and inspect your home before you leave; and
- the address of where you're moving to.

### What happens next?

When you tell us you are ending your tenancy we will:

- inspect your home and tell you what work we want you to do before you leave (if, when you leave, you have not done this work, we will carry out the work and charge you for it);
- tell you exactly how much rent you need to pay to have a clear account when you go;
- arrange what you should do with the keys; and
- ask you to show your home to possible new tenants (they will always come with a member of staff).

## What do I need to do before I move out?

Do as much cleaning as you think is needed to make your home fit for someone else to move into. You should do any redecoration that needs doing before you leave.

Make sure you repair or replace any fittings you have broken. If you do not, we will charge you for doing so ourselves.

Make sure your rent is paid up to date. It is important to remember that you will have to pay any outstanding arrears before you can register for Your Choice Homes or be considered for a new council tenancy.

We will take action to collect any money you owe us when you leave. We would prefer not to use debt collectors or go to court, so please make an arrangement with us before you go if there is money or repairs outstanding.

## Telling other people that you are going to move out

Let the following know you're moving and where to.

- The electricity and gas companies so that they can read the meters.
- Your phone company if you have a phone.
- The Housing Benefit service if you receive Housing Benefit.
- The Council Tax Office (phone 0191 232 8520).
- TV Licensing (phone 0990 246 246) to get your licence transferred to your new address.
- The post office to arrange for your post to be redirected.
- Your bank, building society and credit-card companies.
- Your GP or health service.
- Your dentist, optician, hospital and pharmacist.
- Your insurance company.
- Your employer.
- The DVLA if you have a driving licence or pay road tax.
- The Benefits Agency or Jobcentre if you receive benefits.
- Your children's schools.
- Your library.
- The passport office.
- Social services, care services, home care and Community Care Alarm Service.

## What do I need to do on the day I move out?

Make sure you have arranged to pay your bills for gas, electricity and the phone. It is a good idea to read the meters yourself in case of future problems, and turn off the services before you go.

Sweep through the property and put out any rubbish for collection (contact Envirocall on 0191 274 4000). We will consider any items left in the property as rubbish and get rid of it. If we have to pay for clearing out the unwanted or abandoned personal items, we will charge you the cost.

Lock all the doors and windows and hand all your keys to your community housing team. Keys can be handed to the Concierge if you are unable to go to your community housing office. You are responsible for the rent until we get the keys back.

## How do I give you a compliment, complaint or comment?

We are committed to providing an excellent service to our customers. We would like you to tell us any compliments, complaints and comments you have about our services. Your feedback helps us to find ways to improve services.

For information about how you can give us a compliment, comment or complaint, please see the 'What to do if I have a complaint' section in the 'Welcome to your new home' booklet.



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