



# Moving on

This leaflet tells you what to do if you wish to succeed or transfer a tenancy, would like to exchange your home with another tenant, or are moving on.

# Moving on

If you would like this leaflet in another language or format (such as large print, audio or Braille) or if you require the services of an interpreter, please phone us on **01772 450600**

## Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

## Cantonese

本文件可以翻譯為另一語文版本，或製成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

## Mandarin

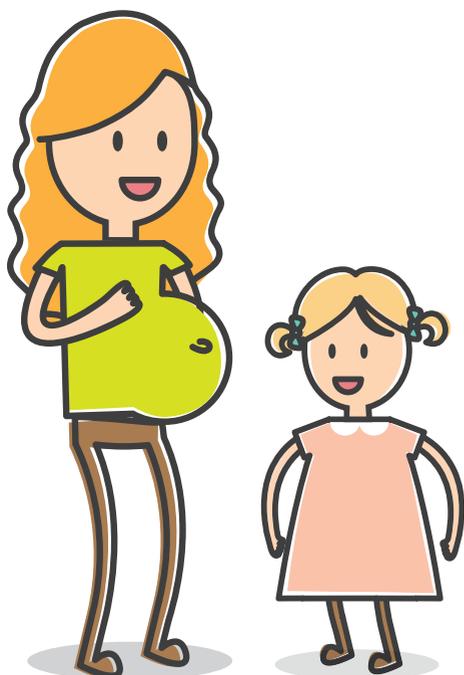
本文件可以翻譯為另一語文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

## Polish

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

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## Moving on

If you would like to move out of your property, you must give us four weeks notice in writing (if you pay your rent weekly).

During this four week period we will arrange to carry out a pre-termination inspection. To terminate your tenancy, please request and complete a tenancy termination form. This is available on request or visit our website [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

When you move out, you should remove all your personal belongings. The house and garden should be left in a clean and tidy condition. We will charge you if we have to remove any of your belongings, or clear out any of your rubbish.

It is important to repair any damage or reinstate any alterations that you have made before handing in your keys, or you will be re-charged.

You must pay all your rent, and any other charges owing before leaving the property.



Remember to read your gas and electric meter



## Before you move out

Make sure you have arranged to pay all your outstanding bills for your rent, council tax, gas, water, electricity, telephone and any other services that you receive. Before moving out, read all the meters and send a copy of the meter readings to the suppliers. Keep a copy for your own records. Clean every room of the property and put any rubbish out for collection. Lock all the doors and windows and return all sets of keys to one of our receptions at Warwick House or Sumner House. If you wish to send your keys by post please ensure you use recorded delivery.

## Check List:

- Cancel milk, papers, and other regular deliveries
- Complete a post redirection form at the Post Office
- Read the gas and electricity meters and inform your suppliers
- Inform your local Benefits Office, if you claim benefits to help with housing costs
- Inform TV licensing on 0300 790 6071 to transfer your TV licence or visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)
- Turn water off at the stop-cock (especially in winter)
- Turn gas and electricity off at the meters
- Close and lock all windows and doors and hand in all keys
- Bag all rubbish and put in a secure place for collection
- Repair any damage before handing in keys
- Reinstate any alterations such as light fittings or laminate flooring
- Clean the property throughout

## Mutual exchange

A mutual exchange is where two tenants or more agree to swap homes. This is the fastest and easiest way to move. You have the right to exchange your home with any tenant of any other housing association, or a local council in the UK, although there are some exceptions. However, you must first obtain written permission from us and the landlord of the house you wish to swap with.

If you need help with finding an exchange, our Progress Connect Team can look at matching you with someone who is already registered with us. We also participate in a scheme, which keeps a national register of tenants wanting to swap their council or housing association home. It is free to register your details, but in some cases you may need to pay a small additional charge to access the details of a tenant on a different scheme to the one we currently participate in. Find out more at [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

We will normally grant permission for such a swap. However, below are some examples of when we will not give permission:

- If one of the homes is too small for the family's needs and the swap would lead to that family being overcrowded
- If one of the homes is too large for the family wanting to move there and is more suited to a larger family who may be waiting for this size of property
- If one of the houses has been adapted to be used by an elderly or disabled tenant and no one in the new family needs the adaptations
- If we are taking legal action to gain possession of the house of the tenant requesting an exchange



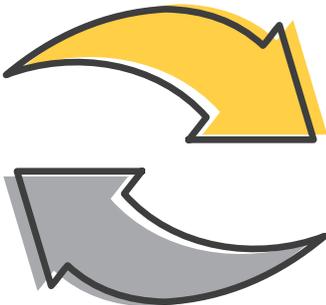
## Before an exchange can go ahead:

- There must be no rent arrears
- Your house and garden must be in a good condition
- You must not have made changes or improvements to your home, without obtaining our written permission

## Transferring to a new property

There are many reasons why you may want to move from your present home. It may have become too small or large for your family or you may need to move nearer to relatives or to a new job.

We operate our own transfer scheme for tenants as a part of our allocation schemes in different areas. You can register for a transfer, which would enable you to bid for available homes. This is different from a mutual exchange as you do not have to find another tenant to swap homes with. We have a number of categories to prioritise those on the transfer waiting list. These categories are not given in order of preference and there may be other priority categories added in the future.



### **You will be able to apply for a transfer if:**

- Your family has increased in size and therefore you need more bedrooms
- Your family has decreased in size and therefore you need less bedrooms
- A member of your family is chronically ill or disabled and their needs cannot be met by your present home
- You are over 55 years old and would like to move to Independent Living accommodation
- Social reasons, for example, a new job in another part of the country or needing to care for a chronically sick relative
- You are experiencing threats of violence or harassment
- You are living in shared or Supported Living accommodation and would benefit from having self-contained accommodation

However, you may need to have a local connection for some schemes.

### **If you wish to ask about a transfer:**

- Contact us to find out which housing association or local council offers properties in the area that you wish to transfer to
- Give as much information as possible so that your circumstances can be assessed fully

If your rent account is in arrears you must have entered into, and kept to, a repayment plan. It is difficult to give you a guide on how long it will take to move because it will depend on availability in the area and the type of home that you are looking to move to.

## Transferring a tenancy in the event of a death

### Notifying us of a death

We realise that the death of a relative or close friend is a difficult and emotional time. We will be as sympathetic and supportive as possible during this bereavement period. However, we would appreciate you letting us know when a tenant has died as soon as possible.

You will need to let us know the date of death and give details of the person who is dealing with the estate of the deceased. It would also help if you could let us know who will be removing the deceased person's belongings and give an approximate date when the property will be empty.

The tenancy does not automatically end as soon as a tenant dies. It does not end until we receive the keys to the property. We understand that it may take some time to make the necessary arrangements and clear the property.

If more time is needed we will normally allow up to an extra three weeks, but rent may be charged during this period. You should also be aware that any housing-related benefit cannot be claimed during this time and rent will have to be paid for by the estate of the deceased.

When we receive all the keys to the property after it has been cleared, the tenancy will be terminated. If any items have been left behind in the property when the keys are returned to us, we will dispose of them. We may recharge the estate for this service.

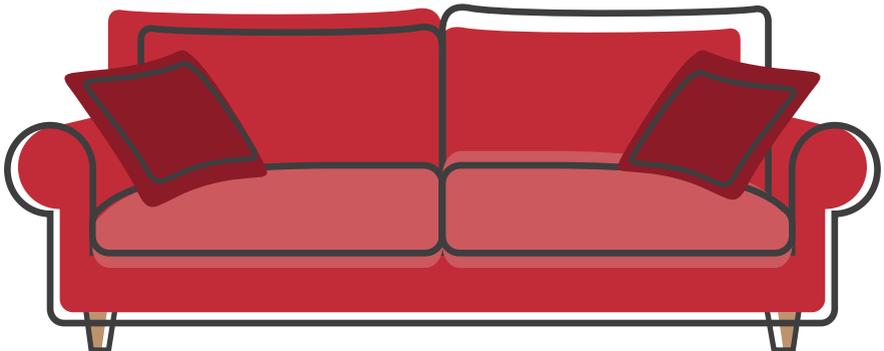
## Outstanding rent arrears or credit

If there are any rent arrears outstanding, or if the account is in credit, we will notify the person(s) dealing with the estate of the deceased of the amount so that they can settle the account out of any funds left by the deceased, or add the credit to the estate.

If there are insufficient funds to clear the debt we will respond sympathetically and in some circumstances the debt may be written off.

It is not the responsibility of the deceased person's relatives or friends to settle outstanding arrears unless they are dealing with the estate, and we would not expect people in this situation to suffer financial hardship by settling such arrears.

**If you have any queries about how to deal with tenancy matters on the death of a relative or friend, please contact us on 01772 450600.**



## Taking over a deceased spouse or partner's tenancy

If you are the wife, husband or civil partner of the deceased, you should be able to take over the deceased's tenancy. This is called succession and is where a tenant has died and their tenancy is taken over by another person who is legally entitled to do so.

In most cases you will be able to succeed to a housing association tenancy if:

- You are the spouse, civil partner or cohabitee of the tenant, and;
- You were resident in the property at the time of death
- The property is your only or main home, and;
- There has been no previous succession

It is not normally possible for other family members (such as children) to take over a housing association tenancy by succession, unless:

- The tenancy is a secure housing association tenancy
- The other family member had been living in the home for at least 12 months before the tenant's death, and
- There is no surviving spouse or partner who is eligible to succeed

To find out as a family member whether you are eligible to succeed, please contact us by emailing [enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk) or phoning 01772 450600.

If your deceased partner or spouse was a successor, the tenancy cannot be transferred again. The only exception to this is where there is a joint tenancy and one of the tenants has died. In this case, the remaining tenant continues with the tenancy as a sole tenant.

## Exceptions

We may allow succession to take place, or offer a new tenancy where there is no legal right to it, in these two circumstances:

- Where one succession has already taken place and a second request for succession is being made by a husband, wife or civil partner (or those who had been living together as husband, wife or civil partner)
- Where there is no husband, wife or civil partner, a member of the deceased tenant's family may be entitled to succeed a tenancy provided they lived with the deceased tenant for at least 12 months prior to their death

Please remember, that where there is no legal right to succeed we have absolute discretion as to whether we allow a succession to take place.

## Under-occupancy

If you succeed to a tenancy and you were not the spouse or civil partner of the deceased tenant, and you would be under-occupying the property by at least one bedroom (or two bed spaces), we may require that you move to more suitable accommodation. Under new government rules, you will also receive a reduction in Universal Credit. This reduction will be higher the more bedrooms you under occupy.

## Applying for succession

If you feel you have the right to succeed to a tenancy, then you must put your request in writing. You will need to provide a copy of the previous tenant's death certificate. If you have the original we can arrange for the certificate to be copied at no cost to you.

If you are the husband, wife or civil partner of the deceased tenant, we will need to see a copy of your marriage or civil partnership certificate (or other evidence of your marriage or civil partnership).

If we require any further information, you will be contacted directly.

## Assured shorthold tenancies

There is no right of succession to an assured shorthold tenancy.

## Assignment

Assignment is the transfer of a tenancy to someone else and is not allowed, except where a court orders it or with our written consent. There are two instances in which we will give written permission to assign a tenancy to someone else. They are:

- When exercising the right to exchange (commonly called a mutual exchange)
- When assigning the tenancy to a household member who would have qualified to succeed the tenancy if the tenant had died. The decision to assign a property in this way is at our discretion, and is not a right

## Applying to have a tenancy assigned

Please remember, unless a court has ordered your tenancy to be assigned or you are undertaking a mutual exchange you do not have the legal right to have your tenancy assigned. To apply for an assignment of your tenancy, please put your request in writing explaining fully the reasons for your request. If you have a court order, we will need to have a copy of the order.

There are some circumstances where it is unlikely we will allow an assignment of tenancy. These are:

- Where you owe rent arrears
- If we have taken legal action against you, or anybody living with you or visiting your home, for a breach of your tenancy agreement
- The person you are asking your tenancy to be assigned to owes rent or we have had to take legal action taken against them
- The person you are asking your tenancy to be assigned to does not meet:
  - the criteria of a local lettings plan that has been agreed in your area
  - the criteria set out in any planning consent for your property, or
  - agreed criteria for your property (for example, a young person living in an Independent Living scheme)

However, a member of staff will discuss any issues of concern with you.

If you assign a tenancy to someone else without getting a court order or our written consent first, we may commence legal action to recover possession of the property.

## Right to buy or acquire

If you are a tenant who has resided in a housing association property for a specified period, you may have the Right to Buy the home you live in at a discounted rate.

Whether you have such an entitlement, and the amount of discount you are eligible for, depends on the type of home and the length of time you have been a qualifying tenant. The rules are quite complicated, so we advise you to contact us for specific advice.

There are exceptions to the Right to Buy, such as Independent Living and temporary accommodation. If you require any further information regarding current levels of discount, qualifying tenancies or have any further queries, please contact us on 01772 450600.

**If you do not qualify for Right to Buy, you could be eligible for the Right to Acquire scheme. More information is available on our website, [www.progressgroup.org.uk](http://www.progressgroup.org.uk)**





## Leyland Office

Progress Housing Group  
Summer House  
21 King Street  
Leyland  
PR25 2LW

## Lytham St Annes Office

Progress Housing Group  
Warwick House  
Kilnhouse Lane  
Lytham St Annes  
FY8 3DU

## Telephone

01772 450600  
Monday - Friday  
8am - 6pm

## Email

[enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk)

## Website

[www.progressgroup.org.uk](http://www.progressgroup.org.uk)

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