



Moving Out

Introduction

We know that moving home can be very stressful. That is why Hackney Homes is committed to making sure that you receive the best possible service when you move out of our properties.

We hope you find this leaflet informative and useful.

We aim to make your moving out process as smooth and easy as possible.

Our commitment

We aim to provide services that help residents maintain and understand their tenancy. These services are provided through our five Neighbourhood Housing Offices.

We will provide advice about the options that are available to a tenant who wants to move home.

We will maintain a waiting list of tenants who have asked to move to another Hackney Homes property and/or a Housing Association property.

We will assess the level of housing need and use a band system to prioritise applications and to find homes first for people in greatest need.

We will advise applicants of their allocated banding and accompany you on visits to new homes, provide you with a copy of the Minimum Letting Standard and answer any questions you have.

We will confirm the waiting time for any outstanding works needed in the property.



Our service standards...

- We will respond to applications to move home within 10 days and confirm the outcome within 10 days
- We will review all re-housing applications annually
- If you are invoiced for a rechargeable repair you have 28 days to appeal
- You will receive a response to your appeal within 15 working days

Cash incentives you may qualify for

Did you know that if you're a Hackney Homes tenant, you could qualify for a number of cash incentive payments?

Just follow our simple guidelines here. There are up to 4 types of cash incentive payments.

- Return ALL your keys when you leave
- Leave your home clean and clear
- Leave curtains at all windows
- Leave a clear rent account

Return ALL your keys when you move

Return ALL your keys and you can secure a cash payment of £50.

To qualify for this payment, you must return ALL your keys to us by 12 noon on the date you leave the property. This could include:

- All front door mortice lock keys
- All front door latch lock keys
- 4 Gerda security lock keys
- All rear door lock keys
- All balcony door lock keys
- All communal door
- Entry system fobs or keys
- Windows lock keys
- All external door cupboard keys
- All garage door keys
- Parking space lockable post keys

Leave your old home clean and tidy and clear of all contents.

Leave your house clean, tidy and free from all contents and rubbish, to secure a cash incentive payment. Hackney Homes is able to re-occupy your old home quicker and for less money if we receive it from you completely empty.

You can also be recharged for not leaving the property clean and undamaged.

Please read the list below carefully as many applicants forget one or more of these items and do not qualify for this payment. To qualify for a clean home payment you must:

- Remove all furniture, including cookers etc
- Remove any carpets, laminated flooring, lino (unless they were provided by Hackney Homes) and similar floor coverings, that you installed
- Remove any additional fittings, such as shelves and fitted cupboards and wardrobes, which you installed
- Replace original electrical fittings, such as ceiling roses, light switches and electrical sockets that you installed
- Replace any internal doors, kitchen units or other fixtures that you removed
- Leave your home clean and tidy; free from any domestic rubbish and unwanted personal belongings

Leave your old curtains in good condition

If you leave your old curtains in an acceptable condition on the windows in your old home, you could secure a cash payment of £15.00 per window. For each room in your house that you leave a curtain up, we will pay you £15.00. For example a 1 bedroom flat (4 rooms) could earn you up to £60

The curtains must be clean, unripped and fixed to the windows.

Have a clear rent account

Clear your rent account, including any arrears or charges and receive a cash payment of £50.

This includes any Court costs, rechargeable repairs costs, and garage and parking space payments and over paid Housing Benefit, if applicable.

Conditions

- Please be aware that any cash incentive payments that you apply for, will only be payable to you, after your tenancy has come to an end.
- You will not be entitled to any cash payments if you do not provide us with vacant possession of your old home.
- All applications are subject to verification by Hackney Homes officers.
- All the conditions for the relevant cash incentive scheme payments must be fully complied with.
- If there are any payments and/or rent arrears and County Court costs outstanding, we will deduct these from any qualifying cash incentive payments, prior to paying you any balance of the cash incentive payment due to you.
- Hackney Homes reserves the right to withdraw, amend or otherwise update this incentive scheme at any time.

Offers ONLY apply to tenants leaving a Hackney Homes tenancy agreement.

Moving Home checklist

When you are getting ready to move out, here are some organisations that you may need to tell:

- Bank or building society
- Benefits Agency
- Council Tax Department
- Credit-card companies
- Doctor / Dentist
- DVLA – Driving Licence
- Employer
- Home Services – Gas / Electric / Water
- HM Revenue and Customs
- Insurance – home / car
- Phone company – landline and mobile
- Post office (to redirect your post)
- Subscription companies
- TV Licensing

Your local neighbourhood housing offices

Homerton Neighbourhood Office

92 Well Street, London, E9 7JA
Tel: 020 8356 7800

Queensbridge and De Beauvoir Neighbourhood Office

31 De Beauvoir Road, London, N1 5SJ
Tel: 020 8356 6600

North East Neighbourhood Office

Clock House, 149 Stamford Hill,
London, N16 5LG
Tel: 020 8356 6500

North West Neighbourhood Office

Stoke Newington Municipal Building,
Stoke Newington Church Street,
London, N16 OJR
Tel: 020 8356 6100

Shoreditch Neighbourhood Office

1 Cropley Street, Bletchley Court,
London, N1 7PT
Tel: 020 8356 6705

Tenant Management Offices

Arden TMO

16A Malcolm House,
Arden Estate
Shoreditch
London N1 6PN
Tel: 020 7739 7075

Clapton Park TMO

The Housing Office
4A Gilpin Square
London E5 0HL
Tel: 020 8356 6300

Cranston South

Estate TMO
13 Daniell House
Cranston Estate
London N1 5EH
Tel: 020 7684 6873

Downs Estate TMO

5 Kingsdown House
Amhurst Road
London E8 2AS
Tel: 020 7923 9053

Lordship South TMO

14 Lordship Grove
London
N16 OQA
Tel: 020 8211 8363

Suffolk Estate TMO

The Housing Office
Welshpool Street
London E8 4PF
Tel: 020 7923 3774

Tower TMO

Grange Court
355 Queensbridge Rd
London E8 3JB
Tel: 020 7254 8314

Wenlock Barn TMO

Wenlock Barn
Shoreditch
London
N17NX
Tel: 0207 253 2371

Wick Village TMO

Anchor House
25 Meadow Close
Wick Village
London E9 5NZ
Tel: 020 8533 4311

Wyke Estate TMO

Estate Office
10 Wick Road
London E9 5AZ
Tel: 020 8533 6077

You can also access information
through our website at

www.hackneyhomes.org.uk

This leaflet is informing you about moving into your new home and how we will support you. You can phone our contact centre on 020 8356 3691 who can put you in touch with someone to interpret this for you.

Bengali
 এই প্রচারণাটি আপনার নতুন বাড়িতে উঠা এবং কিভাবে আমরা আপনাকে সমর্থন প্রদান করতে সে সম্পর্কে তথ্য প্রদান করছে। আপনি 020 8356 3691 নম্বরে আমাদের কল সেন্টারের যোগাযোগ করতে পারেন যারা আপনাকে এমন কারো সঙ্গে যোগাযোগ করিয়ে দিতে পারেন যিনি এটিতে আপনার জন্য অনুবাদ করে দিতে পারবেন।

Somali
 Warqaddani waxay kuu sheegaysaa waxyaalaha ku saabsan u guuritaanka gurigaada cusub iyo sida aan kuu caawin doonno. Waxaad ka wici kartaa xarunta yada xiriira halkan 020 8356 3691 kuwaas oo kuu gudbin doono qof arintan kuu tarjuma.

French
 Ce feuillet est au sujet de votre emménagement dans votre nouveau logement et comment nous pouvons vous aider. Vous pouvez appeler notre centre de contact au 020 8356 3691 où l'on vous dira qui peut vous l'interpréter.

Spanish
 Este folleto sirve para informarle sobre la mudanza a su nuevo hogar y sobre cómo podremos ayudarle. Puede llamar a nuestro centro de contacto al 020 8356 3691, donde harán que alguien se lo interprete.

Kurdish
 Ev belavok li ser barkirina mala we ya nuh û ku em ê çawa piştevaniya we bikin agahiyê dide we. Hun dikarin ji 020 8356 3691 telefoni navenda me ya têkiliyan bikin, ew ê bi kesekî re peywendîya we çêbikin ku wê ji bo we wergerîne.

Turkish
 Bu broşür sizi yeni evinize taşınmanız ve sizi nasıl destekleyeceğimiz hakkında bilgilendirmektedir. 020 8356 3691'den ilişki merkezimize telefon ederseniz, bunu sizin için tercüme edecek biriyle ilişkinizi sağlayabilirler.

Polish
 Ulotka podaje informacje na temat przeniesienia do Twojego nowego domu i tego, jak ej pomocy Ci udzielimy. Możesz zadzwonić do naszego punktu informacyjnego pod numer telefonu 020 8356 3691, gdzie skierują Cię do osoby, która pomoże w przetłumaczeniu tekstu.

Vietnamese
 Thông tin này cho bạn biết về việc di chuyển đến ngôi nhà mới của bạn và làm thế nào chúng tôi hỗ trợ cho bạn. Bạn có thể điện thoại tới trung tâm liên lạc của chúng tôi số 020 8356 3691 và họ sẽ giúp bạn liên hệ với người có thể dịch tài liệu này cho bạn.

Urdu
 یہ کتابچہ آپ کو آپ کے نئے گھر میں منتقل ہونے کے متعلق اطلاع دینا ہے اور یہ کہ ہم آپ کی مدد کس طرح کریں گے۔ آپ ہمارے رابطہ مرکز کو 020 8356 3691 پر تیلیفون کر سکتے ہیں جو آپ کو رابطہ کسی ایسے شخص سے کر سکتا ہے جو آپ کے لیے اس کی ترجمانی کرے۔

Chinese
 這份資料為您提供您搬入新居和我們怎樣幫助您的有關情況。您可以打電話給聯絡中心 020 8356 3691，他們會為您聯繫翻譯人員。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print **In Braille**
On Disk **On audio tape**

In another language, please state:

Name:

Address:

Tel:

Return to: Moving out Leaflet, Freepost NAT21828,
 136-142 Lower Clapton Road, London, E5 0Qj