

CHECKLIST

DISTURBANCE ALLOWANCE

We will pay you a disturbance allowance of £400 in recognition of the disruption caused to you. This will be paid providing you have no rent arrears. If you do have an outstanding debt with us, the amount of disturbance allowance will take into account any rent arrears.

DECORATING ALLOWANCE

We will pay a decorating allowance toward the cost of redecoration or alternatively decoration vouchers will be available.

HOME LOSS PAYMENTS

If you are unable to move back to your permanent home, you could qualify for a home loss payment.

IF YOU HAVE FURTHER QUESTIONS

You will be helped throughout the moving process by one of our Resident Liaison Officers. If you have any questions about your move, please get in touch on 03332 404 444.



TENANT CHECKED

IF YOU NEED ANY HELP TO UNDERSTAND THIS LEAFLET PLEASE GET IN TOUCH

Freebridge Community Housing
Juniper House
Austin Street
King's Lynn
Norfolk PE30 1DZ

Email: enquiries@freebridge.org.uk
Main Switchboard Telephone: 03332 404 444

Office Opening Hours:
8:45am - 5.15pm (Mon-Thurs)
8:45am - 4.45pm (Fri)
Bank Holidays, Saturday and Sunday Closed

Out of Office Hours:
The main telephone number (03332 404 444) will divert to our 24 hour emergency service.

DEVELOPING HOMES AND
CREATING OPPORTUNITIES
FOR PEOPLE WITHIN
WEST NORFOLK

Freebridge
COMMUNITY HOUSING

MOVING FROM A PERMANENT HOME

A STEP BY STEP GUIDE



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MOVING FROM A PERMANENT HOME

Occasionally we may need to ask you to move out of your home, permanently or temporarily so a repair or improvement works can be carried out to your existing home. We may also need you to move out if your home is no longer safe because of a disaster such as fire or a flood.

A STEP BY STEP GUIDE TO MOVING OUT

STEP 1

You will be told in plenty of time that you will need to move and our dedicated team will visit you face to face in your home to tell you what the process is and what we will do and what you must do.

STEP 2

We will try to finalise the exact date you will move out and back and the address you will be moving to all in advance so that you can get ready. We will help and advise you with things like mail redirection and changing your telephone over.

STEP 3

Moving day. It is important that you treat this move as if it was a permanent one as you must take all of your items with you.

Please note that if you claim housing benefit you must complete a new claim for your new temporary address – our Income Team will help you.

We will disconnect and reconnect your washing machine, cooker and other such items, then arrange the removal people for you.

We will even supply boxes but you must carry out your own packing (we will help with packing in special cases).

We will cover the cost of installing a new telephone line to your new property if there isn't one already.

We will also cover the cost of setting up your mail redirection. Whilst we will pay it will be up to you to arrange these.



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WHAT WE DO AND WHAT YOU DO

REMOVALS

We will arrange all removals and we will provide packing boxes. You will need to organise the packing. We will provide extra help for vulnerable and elderly tenants. If you need to take time off work to move, we will provide reasonable payment for loss of earnings

APPLIANCES

We will arrange for the disconnection and reconnection of your gas or electric cooker and washing machine.

TV AERIAL AND SATELLITE DISHES

We will make sure there is a TV aerial at your new home. You will need to arrange the connection and disconnection of any satellite dishes (where they are permitted).

TELEPHONE AND MAIL

We will cover the cost of the telephone line in your new home if there isn't one already. You will need to arrange connection and disconnection of the telephone. We will cover the cost of mail redirection. You will need to contact the Post Office to arrange this.

CARPETS

We will cover the cost of relaying existing and fitting new carpets, up to the value of £500.