

moving on



Moving On

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Three Rivers aims to provide homes and services that are flexible to our customers changing needs. This leaflet provides information on some of the options available if you find that your home is no longer suitable for your needs. Perhaps your family has outgrown your home, you need to move to another part of the country for family or social reasons or to take up a new job. You may have medical reasons for wanting a different kind of home. Whatever the reason, there are a number of options available to you in finding a new home.

Would you prefer not to move?

If your reasons for wanting to move because you are finding it difficult to manage in your home, you could talk to our Independent Living Service. This service can give help and advice on things that may help you to carry on living in your own home such as:

- Aids and adaptations;
- Support Services;
- Welfare and Benefits advice.

If you are interested in this service, please contact Customer Services on 0191 384 1122 for further information.

Applying for a Transfer

Three Rivers' tenants can apply to transfer to another one of our properties. You'll need to fill in a housing application form – you can ring the Customer Services team to complete a housing application over the phone or to get a housing application pack sent to you. You may also submit a housing application on our interactive website.

You will only be considered for a transfer if you meet the following criteria:

- You have a clear rent account.
- You have been a tenant for 12 months.
- You have kept your property and garden in a satisfactory condition.
- You have not caused any damage to your property.
- You have kept to the conditions of your tenancy agreement and not caused any form of anti-social behaviour.

We will visit you at home before approving a transfer to another property and may ask you to do some decorations or repairs to make sure that we will be able to re-let your home quickly.

Exchanging with Another Tenant

You could think about swapping your home if you can't get a transfer. You can exchange with another Three Rivers' tenant, or another housing association or council tenant without having to go through the application grading system. This is called a 'mutual exchange'.

If you want to do this, it is up to you to find a tenant to exchange your home with. To help you find someone to exchange with, you can:

- Advertise in local newspapers or newsagents/shops
- Register with HOMESWAP, the national mutual exchange register of housing association and councils. This is a national database providing information on possible exchanges. It is a free service and you can get an exchange registration form by telephoning HOMES on 0845 606 6161 or online at www.homes.org.uk

Once you have found someone to exchange your home with, you will need to contact Three Rivers to complete an exchange request form. Before an exchange can go ahead, you'll need to get our permission in writing. We can only withhold permission in certain situations such as:

- Your home would be too big or too small for the people with whom you are swapping.
- Your home has been adapted and the people you are swapping with have not been assessed as needing the adaptations.

If you or the people you are swapping with have rent arrears or have caused damage or excessive wear and tear to your property, we can delay giving permission until the situation is resolved.

Moving to Another Part of the Country

You may need to move to another part of the country to take up a new job or to look after a relative. The HOMES nomination scheme enables Three Rivers to help our tenants move to another part of the country.

You would need to complete a Homes Mobility Scheme application form, which you can get by contacting Customer Services. Once you have completed the form and returned it to Three Rivers, we will contact other housing associations and councils on your behalf in your chosen areas. If your application is accepted, the landlord in the area requested will contact you to inform whether or not an offer of accommodation can be made or whether your application has been placed onto the waiting list.

Ending Your Tenancy

When you are giving up your tenancy you must give us at least four weeks' notice before you go. You will need to complete and sign a 'Notice of Tenancy Termination' form and return it to Customer Services. Customer Services will tell you when and where to hand in your keys.

Your keys should be returned no later than the Monday after your termination date. If you do not hand in your keys, we will take action and repossess the property. This means a delay in ending your tenancy and you may be charged for the following:

- Costs of any court action that we have to take
- Costs of any lock changes that have to be carried out
- Rent until the keys are returned or the locks have been changed

You will need to make sure your rent is paid up-to-date and that the property is clean and tidy. Please make sure that you leave the property in a good state of repair, that the decorations are clean and tidy and that you remove all your belongings from the property. If we have to carry out unreasonable repairs, decorations or remove possessions, we will charge you for the cost of this work.

It would also be advisable to let us know your gas and electricity suppliers before you leave your property so that we can inform the new tenants before they move in. If you have an intruder alarm in your property, please let us know the alarm code as this will make it easier for us to re-set the alarm for the new tenants.

Abandoned Homes

Your tenancy may be ended and the property will be re-let if you move out of your home without telling us. To do this, we will serve a notice advising our intention to repossess the property as abandoned. The notice will be hand delivered to your property and served on you to warn that court action will be taken to repossess the property after a specific fixed period i.e. 28 days. We will continue to charge you rent until we have legal possession of the property.

Buying a Home of Your Own

As a Three Rivers tenant, there are a number of schemes that may enable you to buy the home you currently rent from us.

Right to Buy Scheme - This is a scheme giving eligible tenants of registered social landlords the legal right to buy the home they currently rent at a discounted rate. To qualify for the Right to Buy, you need to have a secure tenancy.

If you signed a tenancy with Three Rivers before 15th January 1989, you will probably have a secure tenancy. Only standard Three Rivers' rent properties are eligible for the Right to Buy (not a warden scheme, elderly person's bungalow, supported housing property).

The Right to Buy Scheme allows you to buy the property at a greatly discounted price. You can usually buy at far less than it would cost on the open market. The amount of discount you receive will depend on the type of property you are buying i.e. house, flat and the number of years you have been a secure tenant. However, there is a limit of £22,000 of discount that the Association can give regardless of the length of your tenancy. More information is available from the Home Ownership team on 0191 375 3729.

Right to Acquire Scheme - This is a scheme giving eligible tenants of registered landlords the legal right to buy the home they currently rent at a discounted rate. To qualify for this, you need to have rented from a housing association or local authority for at least two years and the property was bought or built after 1st April 1997 using Social Housing Grant.

The scheme is available to people with secure and assured tenancies and we will also take previous tenancies with public sector landlords in to account.

The following types of property are NOT eligible:

- Properties in rural areas – areas with less than 3000 dwellings
- Tied accommodation
- Special needs accommodation

Three Rivers also offers other schemes to encourage home ownership.

New Build Homebuy (Shared Ownership) - Shared ownership is an affordable to own your own home. The individual buyer part owns and part rents the property, with the other share being owned by Three Rivers. You usually buy a 50 per cent share, but you can buy further shares as and when you can afford it.

Current tenants of the Association are given a higher priority than other applicants so you should have a better chance of being offered a home.

It should mean that your monthly housing costs are less than if you buy outright. You are responsible for repairs, maintenance and insurance, but you have a capital stake in your home that may increase over time.

Three Rivers build properties for shared ownership so you can be assured of a good standard of accommodation and we sometimes have some re-sale homes. Please contact the Home Ownership team for more information.

Social Homebuy - This is a scheme giving eligible tenants of social registered landlords the opportunity to buy their home they currently rent at a discounted rate on shared ownership terms. In effect, you buy your home at a discount but can buy an interest as small as 25% in its discounted value and pay Three Rivers Housing rent for the rest. Like shared ownership, you can buy shares in the future when you can afford to do so but you will be responsible for repairs and maintenance of your home.

For further information on the above schemes, please contact the Home Ownership team on 0191 375 3729.

We can produce this information leaflet in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর
সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا
آپ کو ایک انٹریپرٹیر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Addresses

Head Office - Durham
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Sherburn Road Office
62/63 Bede Avenue
Sherburn Road Estate
Durham
DH1 2EN

Open: 10.00am - 1.00pm
Monday to Friday

Hartlepool Area Office
Central Buildings
Church Street
Hartlepool
TS24 7EB

Open: 10.00am - 1.00pm
Monday to Friday

Contact Customer Services Team

24 hours a day, 7 days a week and 365 days a year

0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on www.threerivershousing.co.uk



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