

Monday - Friday
9.00am - 5.00pm



THMH/21/07

For free translation phone

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للترجمة المجانية الرجاء الاتصال هاتفياً
বিনামূল্যে অনুবাদের জন্য টেলিফোন করুন

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निःशुल्क अनुवाद के लिए कृपया फोन कीजिए

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Moving to your new home

Some essential information for the day you move



Moving to your new home

This leaflet tells you what you need to do on the day you move from your temporary accommodation to your new home. It explains what to do with the keys and how to avoid rent arrears.

Contact details

Tower Hamlets Housing Options Services
Albert Jacob House, 62 Roman Road, Bethnal Green,
London E2 0PG

Email: homeless@towerhamlets.gov.uk

Online information is available at:
www.towerhamlets.gov.uk



Your new tenancy

You will shortly be moving from your temporary accommodation to your new permanent tenancy. We wish you all the best in your new home and hope the move goes well.

Here are some of your questions answered:

When does the new tenancy start?

When you signed the new tenancy agreement you will have been given the date your new permanent tenancy is due to start, this is called the tenancy date and is always on a Monday.

When can I move into the new tenancy?

You must move into the new tenancy on the day the tenancy starts.

When should I leave my temporary accommodation?

You must leave your temporary accommodation, at the latest, on the day your new tenancy starts. You must not leave anything behind, or remove furniture or kitchen appliances that belong to the property.

How do I get the keys of the new tenancy?

If you were not given the keys of your new tenancy when you signed the tenancy agreement, your new housing office will call you to come in and collect them before your moving date.

What to do with the keys of the temporary accommodation

When do I hand in the keys?

You must hand in the keys to your temporary accommodation on the day you move out.

Where do I hand in the keys?

What you do with the keys depends on the type of temporary accommodation you live in. See below what you need to do if you live in:

- **Council owned accommodation:** Return the keys to the Local Housing Office before 12 noon on the day you move.
or,
- **Private licensed accommodation:** Contact your Agent who will make arrangements to come and collect the keys.
or,
- **Housing Association property:** Contact your Housing Association and arrange to hand over the keys before 12 noon on the day you move out.
or,
- **Registered Social Landlord (RSL) property:** Your Housing Officer will contact you to make an appointment to collect the keys.

What if I don't know what sort of accommodation I live in?

To find out call your Housing Officer

Will I be given a receipt for the keys?

YES. When you hand in the keys you will be given a receipt. Keep this as it proves the day your temporary tenancy ended.

Your rent - ending one account and starting another

When do I stop paying rent for my temporary accommodation?

You stop paying on the day you leave **and** hand in your keys. If you move but delay handing in the keys, you are still responsible for the rent until the keys are handed in.

When do I start being responsible for the rent on my new home?

From the day your new tenancy begins you are responsible for the rent. You should make every effort to move in by the tenancy start date. If, for some reason you do not move in on this date you are still responsible for the rent from this day.

What happens if I move into my new home but have not completely left, or, not handed in the keys of my temporary accommodation?

You will be charged for both rents until the keys of your temporary property are returned. Housing Benefit will not pay the rent on both properties, so you will have to pay one of the rents out of your own pocket.

How do I make sure the rent account for my temporary accommodation is in order?

Call and speak to your Housing Officer.

What happens if I still owe arrears on my temporary accommodation when I move out?

This debt must be repaid, your details will be sent to the Former Arrears Team who will contact you to recover the amount you owe.

After you have moved out

Who checks the inventory of the temporary accommodation?

After you have left your temporary flat and handed in your keys a visit will be made to inspect the property and check the inventory. Please note that you will be charged for any loss or damage.

What happens if you leave goods behind in the temporary accommodation?

Any goods left behind will be disposed of. Please make sure you leave no personal goods behind.

Help with decorating or furniture for your new home

In some circumstances you can get help with decorating costs, ask your new housing office. You may also be able to get help with the costs of furniture, ask at your Job Centre Plus Office.

Probationary tenancies

Don't forget most people will initially have a probationary tenancy for one year when they move into their new property. Ask at your new housing office for details of what this means for you.

Problems or questions about your move?

If you have a query or a problem regarding your move please call your Housing Officer.

Our Customer Promise

When you meet us we will:

- Be polite, helpful, honest and treat you fairly
- Keep the matter confidential

When you visit our offices we will:

- Aim to start dealing with your enquiry within 15 minutes
- Provide you with translation and interpretation if required

When you phone us we will:

- Aim to answer your call within 5 rings
- Greet you and give you our name and the name of the service

When you write to us by letter, email or fax we will:

- Reply within 10 working days
- Always try to use plain language

When we visit you in your home we will:

- Offer you a choice of morning or afternoon visits
- Always show identity cards and treat your home with respect

We want your feedback ... including any complaints

To improve our service we need your feedback, whether it is a comment, compliment or complaint. If you make a complaint we will carry out independent and fair enquiries as quickly as possible.

To give us your feedback you can:

- Speak to a member of staff
- Call us on 020 7364 7262
- Write to us at Business Support Team, Albert Jacob House, 62 Roman Road, Bethnal Green, London E2 0PG
- Email us at quality@towerhamlets.gov.uk