



a guide to  
moving home

**If you are looking to move to another property, here are a few options:**

## **Transferring to another Cestria Community Housing property**

In order to move from one Cestria Community Housing property to another you should ensure a housing register application form is completed.

Before a vacant property can be offered to you, your present property will be inspected for any unauthorised improvements or rechargeable repairs as well as the general decorative order, etc. Gas and Electrical checks will also be carried out. If everything is satisfactory and you have a clear rent account you will then be eligible for a transfer.

## **Mutual Exchanges**

You can make arrangements with another tenant to swap your homes. First of all you must find someone to exchange with. There are many ways to find someone and your Estate Services Officer may be able to assist you with this.



Once you have found another tenant who is interested in the exchange, make sure you have both seen each other's houses and you are sure you know what you are taking on. Your next step is to ensure an exchange application form is completed. Once the Estate Services Officer receives all exchange request forms, the request



to exchange will be assessed and you will be informed in writing whether the exchange request has been granted or not. Please note you must both have clear rent accounts and satisfactory property conditions to be able to exchange.

You can also apply to exchange with tenants from other Local Authorities and Housing Associations.

## Ending your tenancy

### Giving notice

To end your tenancy, you must give at least four weeks' notice to Cestria Community Housing, ending on a Sunday. This period may be reduced in certain circumstances, for example if you are moving into another Cestria home. You are responsible for paying the rent until the date agreed with Cestria, even if you leave the property before that date.

If you are moving into residential care, you should advise your Estates Officer who will discuss the end of your tenancy with you. If you prefer, your relatives or representative can discuss this with the Estates Officer instead.



If possible notice must be given in writing, preferably on the official tenancy termination form. If you can't get to the Cestria Office to give notice, please contact your Estates Officer, who will visit you at your home to complete the form. If you need to write in, you must give us a forwarding address, confirm the date you intend to move out, and tell us why you are moving out. The letter must be signed and dated by you.

If you rent a garage, you must tell us whether you wish to keep the garage tenancy when you move.

## **What happens next?**

When you give notice to end your tenancy, we will ask you about any rent or other debts that may be owed on your home. If you have any debts we will discuss a repayment arrangement with you. We will also ask you to allow an Officer into your home before you move, to make sure that any repairs needed are ordered.

If any decoration, cleaning or repair work is needed to the tenancy due to neglect or damage on your part, we may charge you for this after you have moved out. But we won't charge you for repairs which are caused due to fair wear and tear.

We will also need to carry out gas, electric and solid fuel checks to determine regulation compliance and fit for purpose.

We will try and arrange for a new tenant to move in on the day that you move out. To make this possible, your Estates Officer will arrange an appointment with you to show new tenants around your home before you leave.

If you move out before your tenancy end date and we have someone ready to move into the property immediately, we will end your tenancy. This means you will no longer be responsible for the rent when the new tenant moves in.



## Before you leave

Before you leave the tenancy, you should:

- Make sure that your rent account is clear, or that you have reached an affordable repayment arrangement with us.
- Make sure that your home and gardens are left in a clean and tidy condition for the next tenant.
- Remove all of your furniture, personal property and personal papers. If you have left personal paperwork in the tenancy, we can't accept responsibility if your details are viewed by our staff or visitors to the property.
- Make sure that all fixtures and fittings are left intact. We will recharge you for any damage caused to the property.
- Remember to have your meters read, to avoid paying for gas or electricity used by the next tenant.
- Remember to have your telephone disconnected and your television licence transferred to your new address. If you have a car, remember to advise the DVLA and your insurance provider of your change of address.





We may charge you if we have to remove belongings you have left behind. Remember that you can take larger items to Durham County Council's civic amenity sites located across the district.

### **Handing in your keys**

You must return all keys given to you when you accepted the tenancy. If there are any sets of keys missing, you will be recharged for any lock changes required.

The keys to your property, any store shed and door entry system must be returned to the Cestria Office by no later than 12.00 noon on the Monday following the Sunday your tenancy ends. If you keep the keys after that time, we will continue to charge you rent.

If you hand the keys in earlier than the date your tenancy ends, you will still be responsible for the rent unless we have found a new tenant for the property and they have moved in.

## **When Cestria Community Housing gives notice to end your tenancy**

If you ignore your responsibilities in the tenancy agreement, your Estates Officer will discuss the matter with you in detail and tell you what you have or haven't done. You will be given every opportunity to explain and put things right.

If there is no improvement in the situation, or you cause nuisance or anti-social behaviour, we may take legal action against you. In the case of very serious misbehaviour, we might take legal action without any further warnings.





**We are committed to providing fair opportunity to access information.**

**If you would like information in another language or format, please call us on Freephone 0800 587 0001.**

**Also available in:**



Visual impairment formats



**[www.cestria.org](http://www.cestria.org)**