

# Moving home

## Our Commitment

We are committed to offering choice where ever possible to our customers. If you are a Sentinel tenant, there are a number of ways that you can apply to move home. Our homes are in high demand so it is important that you consider the range of options available to you and ensure that you are in the best position to secure a move. This includes making sure your rent account is up to date and being flexible in the type of home or area you will move to. This leaflet explains the range of options you have for moving home.

## Transfer

If you would like a transfer to another property you need to apply to the Council for the area where you live. Basingstoke and Deane Borough Council manages the housing register for tenants in their area and can be contacted on 01256 844844 to request an application form. If you live in the Hart area you should contact the Housing Services Department at Hart District Council on 01252 774420. Each Council manages their Housing Register differently and information about this can be obtained by calling our Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from your mobile, or the Council on the numbers above. Once you have registered for a transfer it is important you keep your application up to date.

## Swapping or exchanging your home

Many tenants find that they can arrange a move more quickly if they swap or exchange their home with another tenant (this can be another Sentinel tenant, a tenant of another housing association or Council). You need to have an assured or protected tenancy to do a mutual exchange. You can register for an exchange in a number of ways depending on where you want to move to. You can register for a mutual exchange within the Borough with Basingstoke and Deane Borough Council and can view the list of people wanting a mutual exchange at the Council offices. If you live in the Hart area you can visit the Sentinel office in Fleet and look at the Mutual Exchange Register which is held by Reception.

If you want to move out of the area you can register for a home swapping service at [www.homeswapper.co.uk](http://www.homeswapper.co.uk) which is a national scheme enabling housing association or Council tenants to swap properties anywhere in the UK. This service is free for Sentinel customers so you can register your property's details on the Homeswapper website and contact potential swappers.

## Moving to a smaller home

If your home is too large, you may be entitled to assistance via our under-occupation scheme which gives grants to people moving from a home with 3 or more bedrooms to a smaller property. For more information about this scheme please contact our Customer Service Centre.

## Low cost home ownership

Sentinel and other housing associations provide a number of options for residents wishing to buy a property. Purchase options vary depending on the type of tenancy you have and your personal circumstances. The options currently available include:

- Right-to-buy your existing rental home (receive a discount against the 100% purchase price of your existing rental property)
- Right-to-Acquire your existing rental home (receive a discount against the 100% purchase price of your existing rental property)
- Social Homebuy (part buy, part rent) your existing rental property
- New build Homebuy (part buy, part rent) brand new properties built by Sentinel
- Re-sale (part buy, part rent) previous sales properties

For more information please contact the Sentinel Homescope sales team on 01256 338800.

## When you move out of your Sentinel home

When you have found a new home to move to you need to complete a tenancy termination form. These can be obtained from our Customer Services Centre by calling 0800 195 5515 or calling into one of our offices. Alternatively you can write to us advising us that you are ending your tenancy. You must give 4 weeks notice, ending at midnight on a Sunday. You then need to return your keys along with your gas card and/or electric key by midday on the next day (Monday). If you do not return your keys on time you will have to pay another week's rent. Please note that the gas card and electric key will not work in any other property as it is registered to your current address. If the Monday is a bank holiday you should return your keys by midday on the Tuesday.

Your Neighbourhood Co-ordinator or the Maintenance Surveyor will arrange to visit you before you move out to tell you what work you need to do before you move. We will charge you for any damage to the property that is not caused by fair wear and tear.

When you move you must:

- Leave the property clean and tidy, removing all your possessions and any rubbish including from the loft. This also applies to your garden including sheds and greenhouses
- Read the gas and electricity meters and close your accounts with the relevant suppliers, including your water supplier. You will also need to advise the Council with regard to your Council Tax
- Leave all the fixtures and fittings owned by Sentinel HA and make good any damage caused when you remove any fixtures or fittings you own. If you are not sure what this includes please ask your Neighbourhood Co-ordinator or Surveyor when they visit you before you move

If you do not leave the property in a reasonable condition when you move out, we will charge you for clearing any rubbish or making good any repairs or damage that has not been caused by fair wear and tear.

If you would like

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in large print, braille or translated please contact the  
Customer Service Centre on  
0800 195 5515 from a landline or 0300 666 5515  
from your mobile.

