

# Two Castles Housing Association



WITH CHARITABLE STATUS.

If you require more information  
please contact the Housing Officer  
for your area

## **North West Region**

3 Castle Street Carlisle  
Cumbria CA3 8SY  
Tel: (01228) 547463  
Fax: (01228) 597822

Catherine Mill Catherine Street  
Whitehaven Cumbria CA28 7QT  
Tel: (01946) 591848  
Fax (01946) 591880

3 Angel Yard 21-23 Highgate  
Kendal Cumbria LA9 4DA  
Tel: (01539) 733319  
Fax: (01539) 730175

## **North East Region**

154 New Bridge Street  
Newcastle upon Tyne NE1 2TE  
Tel: (0191) 2614774  
Fax: (0191) 2619692

moving **in**  
moving **out**



Two Castles Housing Association 

*Opening more doors for more people*

## **What can you expect when you move into your new home?**

*We try to ensure that all our properties are maintained to a high standard, therefore when you move into your new home you should find that all the electric sockets, the sanitary fittings etc. should be in good working order. If they are not, please contact your Housing Officer who will make arrangements to have any necessary repairs done.*

## **What about furnishing and decorating?**

*We do not normally provide furniture or carpets. However, if you are in receipt of benefit you may be able to request a loan from your local benefits office to help with the provision of furniture in your new home. If you want to re-decorate your new home, this will be at your expense. However, in exceptional circumstances we may offer redecoration allowances to new tenants. We will tell you when you sign your Tenancy Agreement if the property you are moving to has a re-decoration allowance.*

## **Are the contents of your new home covered by insurance?**

*No, Two Castles Housing Association only insures the fixtures and structure of your building.*

## **Who should you tell when you move out?**

*Apart from giving us one month's notice you should also:-*

- Have your meters read so you will not be charged for gas or electricity used by the next tenant and tell the water company
- Tell your local Council Tax office
- Tell your Local Housing Benefit office if you are receiving Housing Benefit
- Have your telephone disconnected
- Give the Post Office the forwarding address so they can send any mail to you (they will make a charge for this service)

## ***What do you do if you want to end your tenancy?***

*If you want to bring your tenancy to an end you must give us one month's notice in writing\*. You remain responsible for the rent on your property until the notice expires. Your Housing Officer will be able to tell you where and when to hand in your keys (we continue to charge rent until the keys are returned). We will ask you if you can give us a forwarding address in case we need to contact you.*

*It is essential that you leave your home clean and tidy. Please make sure that you remove all your furniture and property. We will have to charge you if we have to remove anything you have left behind. You will be charged for any damage which needs to be repaired in your home due to neglect or misuse.*

*\*Your tenancy must end on a Sunday*

*We strongly advise you to insure the contents of your home and your personal possessions against fire, theft, flooding and accidental breakages.*

*We, would also advise you to insure yourself against accidental damage to other property, (such as might be caused by an overflowing washing machine). Insurance Companies will be pleased to give you pamphlets and information without any obligation. Many companies will let you spread your payments over weekly or monthly instalments. Organisations such as Help the Aged provide special insurance cover for tenants of sheltered schemes and schemes served by a Mobile Warden Service.*

## ***Who do you need to tell when you move in?***

*There are certain authorities you must inform about your move, these include:-*

- The gas and electricity companies
- The water company – (if your water charge is not included within the rent)
- Your Council Tax office – part of the Local Council
- Your Dept. of Work & Pensions office if you claim Social Security Benefits
- Your Local Council Housing Benefit office if you want to claim Housing Benefit

## What do you need to know when you move in?

*Tenants of new developments will be issued with an information pack giving details of the property.*

*In any event, make sure you know:-*

- where your fuse box or circuit breaker is situated
- how to check and replace fuses when necessary or how to reset your circuit breaker
- the position of your gas, electricity and water meters
- how to turn off your main gas supply
- how to turn off your water supply at the main stopcock

## Are there any parking facilities?

*On many of our housing schemes, parking areas are provided for tenants and their visitors. If you do have parking areas, please use them – they have been designed so that vehicles do not block estate roads or damage grass verges or footpaths. Make sure that when you park you will not be obstructing or inconveniencing or endangering others. Parking in the wrong place can sometimes seriously affect access for the fire brigade and the ambulance service. Parking areas must not be used for repairs or work on cars. We will have to charge you for clearing up any mess you leave eg. oil spillage. When you park in the parking areas, you do so at your own risk.*

## Do you need permission from us before an exchange can take place?

*Yes, once you have found someone to exchange properties with you must not move until both we and the other landlord have approved the exchange in writing.*

## How do I get permission to exchange?

*You must first of all notify us in writing when you have found a suitable property to exchange with. Your Housing Officer will normally visit you to discuss the move and also visit the person you wish to exchange with. After these visits a decision will be made. Our consent will not unreasonably be withheld and if we do have to refuse your exchange, we will tell you the reason why.*

*All mutual exchange approvals will be subject to all outstanding arrears being cleared.*

## How can you get a mutual exchange?

*It would be your responsibility to try to find a tenant with whom to exchange homes. Councils often have lists.*

## What happens to your tenancy if you mutually exchange?

*If you mutually exchange your home the type of tenancy agreement you have may be affected. If you have a Secure Tenancy and you wish to exchange with another secure tenant you will both keep Secure Tenancies. If you are a secure tenant and you wish to exchange with an assured tenant, you will take over the Assured Tenancy. Before you agree to exchange with a tenant who has a different sort of tenancy from you, you should read their tenancy agreement and conditions of tenancy carefully. Please contact your Housing Officer for further advice.*

*We accept no responsibility for damage to cars in the parking areas and we have the right to refuse permission to park large, dilapidated or untaxed vehicles etc.*

## Can you reserve a specific parking space?

*No. Parking areas are for the use of all tenants and their visitors – a particular parking space cannot be reserved for an individual tenant. In special circumstances, however – for example, if you are disabled – we may be able to allocate a specific parking space designated for disabled users.*

## Are there any garages?

*We do have garages for rent in some areas but these are always in short supply. Your Housing Officer will be able to inform you if there are any garages in your area.*

## Can you install a satellite dish?

*As with any alteration you want to make to your home, you will first need to get written consent from your Housing Officer.*

*The full cost of both installing and removing the satellite dish will of course be at your own expense.*

## Are there any rules about noise levels?

*Noise from neighbours can be a real problem, particularly in flats. Please make every effort to keep noise to a minimum – especially late at night or early in the morning.*

## Is there anything you can do about noisy neighbours?

*If your neighbours regularly make a lot of noise, you have certain legal rights. In the first instance you should always try to discuss the problem with the people who are disturbing you. If this does not work speak to your Housing Officer.*

## Can we do anything to help if you are being harassed?

*The Association has a harassment policy which your Housing Officer will be able to give you. This covers our powers regarding harassment. (Please contact your Housing Officer if you need further advice).*

## Are you allowed to keep pets?

*If you wish to keep a pet you should ask permission. In some cases we will have to refuse permission eg. in a Sheltered Scheme. In other cases permission may be given (if certain conditions are met). If your pet is found to be causing a nuisance you may be asked to get rid of it.*

## How do you apply for a transfer?

*If you wish to be considered for a transfer, please discuss it with your Housing Officer. They will be able to give you full details of how to apply and of how we set priorities for dealing with requests for transfer.*

## What is a mutual exchange?

*A mutual exchange is where you swap your home with another tenant. This is another way of moving on if you are not able to get a transfer. As well as exchanging with a Two Castles Housing Association tenant you also have the possibility of exchanging with a Council tenant or with a tenant from another Housing Association or a different landlord.*