

## Support through moving home

All Home Group residents moving into a temporary, permanent or new home as part of the Douglas Bader Park regeneration will be contacted in plenty of time to help with the practicalities of moving. This includes organising the removals; boxes and tape which will be delivered to in advance of your move date. Our removal contractors will need to visit you at your home to carry out a survey to understand how big or small your move will be.

Additional assistance will be provided to vulnerable, less able residents, those that live alone, have no support or those that are elderly. We can provide support with packing, unpacking / re-establishing care packages / installation of lifeline alarms if required at the new property and we will plan all aspects of your move to make the whole process as smooth process as possible

## Support and assistance

- There'll be a dedicated regeneration team to support you through the move process.
- We'll offer all households support with the move, including paying the removal company directly
- We'll provide boxes, and tape so you won't need to buy any
- We'll work with our vulnerable and or elderly residents or those with no support nearby to help with packing and contacting utility suppliers during your move
- For residents with medical and or mobility needs, we ask residents to provide any medical information from Doctors/GP and or psychologists around any support or care packages that is currently in place so we can inform the housing team and work closely with the support specialists.
- We'll aim to provide you with a move date of up to four weeks' notice.
- For residents that may want a move date sooner than four weeks, we'll speak to the lettings agent and let you know if the property is ready to move into.
- Where possible, we'll provide temporary storage for furniture if items won't fit into your temporary home, and you need them for your new home as part of the regeneration. We'll discuss this in detail with you as we move forward with your temporary home search.
- We'll take into consideration schools, work and doctor surgeries when matching you to a temporary home.

## On the day of your move

- Customers must ensure they arrange contractors for the disconnection and reconnection of white goods / appliances for the day of your planned move. This includes gas and or electric cooker, washing machine, fridge and freezer, dishwasher and tumble dryers.
- The property must be cleared of all rubbish and furniture in advance of your move.
- Keys must be returned to the housing office at 30A Parklea Close to your Housing Manager, and only then will we process the home loss payment.
- Any rubbish or items of furniture that have been left in your property will be re-charged to your rent account.
- After your move, we will be securing the property to hand over to the building contractors - so please make sure you remember to take everything with you as no access will be provided thereafter.

## Other moving costs

All residents will receive a disturbance payment which are other costs associated with moving upon proof or receipts / invoices to the regeneration team. These include the following:

- Redirection of mail (up to six months for each member of the household)
- Telephone reconnection (where there is a reconnection charge by the service provider)
- Sky/cable reconnection (where there is a reconnection charge by the service provider)
- Reimbursement for one day off work (if the main tenant is unable to take time off work on the moving day).
- Removal costs (Home Group will pay directly to the removal contractor including supply of boxes and tape.
- If you'd like to arrange your own move, you must provide us with 3 quotes first, whether it's an alternative removal company or a van hire company. The supplier must be VAT registered and provide a quote by invoice. We will then confirm which company you should book with. After your move, we'll reimburse you the cost.
- Disconnection and reconnection of white good appliances from your existing home into your new or temporary home, which include gas or electric cooker / fridge and freezer / washing machine / dishwasher / tumble dryer.