

# Management Move


## Frequently asked questions

### My management move has been approved, what are the next steps?

Once your application for a management move has been approved, we'll call you to discuss the next steps. This will include what actions Stonewater are taking and what you need to do to prepare for a move, including how to continue your search outside of the management move process.

Your application will be added to the management move register for 6 months and Stonewater will look to match you with homes that meet the agreed criteria. To prepare you for your move we will carry out a property inspection to discuss your moving arrangements and give guidance on any issues you need to rectify in your current home.

Every management move can look different depending on circumstances and the availability of the home you are searching for, but here's a guide to what to expect.



If a property has not been found by the fifth month, we'll review the application with you and decide on next steps.

This could include adding in additional areas that you are willing to move to, writing supporting letters to the local authority, considering mutual exchange options, or resubmitting the application.

#### Step one

We'll contact you to confirm your application has been approved.

#### Step three

You will have a property inspection, and we'll discuss any work that needs doing ahead of your move.

#### Step five

We'll update you monthly with the progress of your management move until a suitable match is found.

#### Step seven

Once you've confirmed you're interested, we'll formally offer you a tenancy at the new property.

#### Step nine

We'll complete any work needed in the home and, once complete, you will be able to view the home and sign your tenancy agreement, moving in on the same day.

#### Step two

We'll add you to the management move register and you'll remain on the list for 6 months, unless we find a suitable home sooner.

#### Step four

We'll check upcoming empty homes to see if they suit your requirements.

#### Step six

If a property comes available, we'll get in touch to ask if you're interested. You'll have 48 hours to let us know if you'd like to go ahead with the move.

#### Step eight

You will need to submit 4 weeks' notice on your current home.

#### Step ten

We'll contact you a week after moving to see if there's any support you need with your new tenancy.

## Finding a suitable new home

### Why can't I be moved immediately?

There can be several reasons why a move may take longer than we'd hope. It might be because of the location you're looking to move to, or the type of property that you need. We always encourage our customers to consider moving to a wider area as this will help speed up the process.

In addition, for some areas, the local authority has what are called nomination rights. This is where the local authority has the right to nominate who will be offered a tenancy in our upcoming empty homes.

The availability of Stonewater properties is purely dependent on the turnover, or the number of people leaving their homes.

### Are there any restrictions on homes?

Some of our properties are used for certain customer groups such as retirement living customers, supported living accommodation or age sensitive/adapted properties. This means there are limits to who can live in these properties, so they may not be suitable to offer.

Some villages and towns can have specific rules on ensuring those moving into homes have a local connection to the area, which can sometimes restrict us from offering these homes as a management move.

Stonewater have committed with our local authority partners to allocate all our new homes to those nominated by them, which means we're not able to offer our new homes through a management move. However, if you're registered with the local authority then you can bid on these homes in the usual way.

### I saw a property on the local authority website that hasn't been offered to me, why not?

There are a proportion of Stonewater properties that we must advertise through the local authority and cannot offer to customers as a direct let.

We encourage you to be registered and actively bidding with the local authority as this would allow you to express your interest in these homes, which can only be allocated in this way.

### How often can I expect an update when my application has been approved?

We'll contact you monthly with an update on your application. If your move relates to domestic abuse or ASB, your case officer will be in touch regularly to make sure you're supported and safe in your current home.

## Moving arrangements and costs

### How will I move my stuff?

As with any move, you are responsible for moving your belongings from your old home to your new home. However, if you think you'll need support with this, please get in touch as soon as possible as we might be able to signpost you to help available.

### Will Stonewater pay to move my stuff?

We know that this is a financial strain for some customers, and we do have a charitable arm, the Longleigh Foundation, who can support customers with the financial cost of moving in some circumstances. This isn't guaranteed and your case worker can support you to make an application. You will need to provide some supporting evidence, and it is likely we will ask you to source your own quote for the removals and we will apply on this basis.

We would recommend customers consider the cost of moving when accepting a property as we cannot guarantee you will be successful

in securing a grant, and we will not meet the costs of removals directly.

Stonewater will not become involved in removal arrangements, even if arranged through a Loughborough grant, and you need to make sure that you have support for this should you find this difficult.

## **There is stuff in my current property I don't want to take with me, what can I do?**

You are expected to ensure that your current property is completely empty when you move, which means no rubbish or belongings are left behind. You are also asked to clean the property throughout as per the terms of your tenancy with us.

If there are lots of items you don't want to take with you, you can contact your local council for a bulk waste collection, these are often affordable, or you could look into skip hire. There are also a number of charities who may be able to collect unwanted items, such as the British Heart Foundation.

If items are left in the property or we have to carry out significant cleaning work to the home, you could be recharged for the cost of putting this right. We suggest starting to sort out your belongings at this early stage, ahead of your move being agreed.

We also would encourage you to report any existing repair issues ahead of a move to ensure that these can be rectified before your property inspection.

## **My new home**

### **Will my new home have flooring provided?**

Stonewater are only able to provide flooring in the kitchen and bathroom. We appreciate how expensive flooring can be, especially when on top of other moving costs, and so we do our best to recycle flooring where this is left by the previous customer, including checking it is safe and deep cleaning it as required. As

we are unable to confirm if flooring is able to stay until a home is empty, it is really important that you budget to pay for flooring in your home.

### **Can I get help with flooring costs?**


The Loughborough Foundation can offer a grant to support with the cost of flooring, though there are strict criteria for applications which are:

- Customer (or family member residing with them) has a diagnosed condition or disability (physical and/or sensory and/or behavioural).
- Customer/family are under the care of Social Services (Adult or Children).
- Customer must demonstrate they have no other financial means with which to afford to carpet the home e.g income, savings or credit lines.

As well as:

- The diagnosed condition or disability must relate to how safe movement around the home is affected.
- The resident/family under the care of Social Services must be related due to there being dependent children in the home
- There can also be a delay in you signing up for a new tenancy and arranging flooring so please do keep this in mind.

Where flooring has been left by the previous customer and is in a suitable condition, this will be gifted to you. If you choose to then remove this, you will need to arrange this removal yourself and cover any costs.



You are of course welcome to take any flooring from your existing home with you if you would like.

### **Does my new home have furniture?**

No, Stonewater do not provide furniture in any of our homes.

We can support with applications to charities that may be able to support with furniture,

and we are partnered with the British Heart Foundation where we can apply for grants to fund a furniture package of second-hand furniture goods for your new home.

## **Will you paint my new home?**

It isn't normal for Stonewater to decorate properties between customers, so it is unlikely that your property will be redecorated ahead of you moving in.

## **Viewing your new home**

### **Can I view the property before I move in?**


We will normally talk to you about a potential property when another customer hands in their notice, which means there is still someone living in that property for up to the next 4 weeks. We would encourage you to drive by the home and view externally before accepting the offer so that you can understand the location, local amenities, transport links and distance from things such as work, school or support networks.

Once a home is empty, Stonewater will assess what work needs to be done ahead of you moving in. At this point, the property is not safe for you to enter. We will, however, share videos and photos at the earliest opportunity.

When all the work is complete, we will arrange for you to view the home. On this day, the tenancy agreement and keys will be available so you can begin moving in straight away.

Please note that, as per our management move policy, you will only be offered one suitable move. Should you refuse this, either before or after viewing, you will be removed from the management move register and will not be offered any further homes.

We would hope, by the time you view the property, you wish to proceed. However, you always have the choice to decline the property, and we will offer it to someone else.



**Please don't knock on the door or ask the existing customers to view the home.**

## **What if I find outstanding repairs once I move in?**

When the current customers leave the home, our contracting partners will carry out any required repairs. We then inspect them to make sure the work has been completed to a good standard.

We know that sometimes things don't go to plan and so, when you view the property, you will have the opportunity to raise any questions and issues you have, such as repairs.

Your Lettings Officer will let you know if those are things Stonewater will remedy or if it's something you would need to do yourself. We know that sometimes issues don't arise until a home is being lived in and so, once you accept the property and move in, for the first two weeks you can raise any further repairs needed directly with our Aftercare Officer and after this period, our Customer Contact Team will be happy to help.

## **Notice and moving home**

### **How long will it be before I can move in?**

Once we talk to you about a property, it can be a minimum of a further 4 weeks until the current customers leave. Once we've assessed the property, we'll be able to give you a clearer timescale and next steps. The time it takes will all depend on the work needed and if we need to order any items or parts. We will make sure you are kept updated throughout the process with our main aim being to ensure your home is safe and secure at sign up.

Once all the work has been carried out, our Lettings Officer will agree a date for you to view and sign up for your new tenancy, if you wish to accept. This could be as little as a few days' notice, so please make sure you're ready to move.

## How do I give notice on my old home?

You will need to give notice in writing to end the tenancy on your current home. This needs to be sent to [endmytenancy@stonewater.org](mailto:endmytenancy@stonewater.org), and this will not be automatically done for you. Within this email, you need to advise you wish to give notice and include your address. This is normally a 4 week notice period, but this can be discussed with your Lettings Officer should this cause you financial hardship.

## How long do I have to move my belongings?

We will allow a maximum crossover of 1 week between you signing for your tenancy at your new home and your previous tenancy ending. Your case owner will support you with the best time to give notice on your old home.

As you will be liable for the rent, utilities and council tax, it's important this overlap doesn't exceed 1 week, and many customers do this over just a few days to save money.

It's really important that you are prepared to move and have made the necessary arrangements to minimise the crossover. Please reach out to us if you think you will need support with these arrangements and timings, and your case owner will work with you to find a solution.

## What if I move into my new home and wish to move back?

If you move into your new home, you are taking up a new tenancy and, if you then wanted to leave, you would have to give notice as per your tenancy agreement. Your old home will have been offered to someone else by this point so you wouldn't be able to move back.

## Will I need to pay rent up front?

Yes, as with any Stonewater home you will be required to pay up to 2 weeks' rent for your new home at the start of the tenancy. This is in addition to any rent due on your current home.

## What if I have debt on my rent account?

You need to make every effort to ensure that you reduce any debt on your rent account currently. Your approval for a management move is made with the agreement that you will reduce and clear any debt where possible. Any debt remaining on your account at the time you are ready to sign for your new home will form part of a formal agreement, written into your new tenancy agreement, and must be adhered to.

## What support will I have after I move?

We hope that you will have built up a strong relationship with your case worker by the end of your move and be able to reach out to them with any immediate issues or concerns, as well as with our lettings aftercare support.

If you find you need support after the initial stages of your move, you should reach out to us in the normal way by emailing [customers@stonewater.org](mailto:customers@stonewater.org) or calling us on 01202 319119. This is the quickest and easiest way to get support.

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