

Moving or buying your home



Freephone 0800 027 2057

"Better homes and better services for better lives"

Ending your tenancy

If you are leaving your home, you should write to us at least 4 weeks before you intend to move out (please bear in mind that notice periods should always end on a Monday). Please return all keys to us by 12 noon on this day and please:

- Pay the rent until the 4 weeks notice runs out
- Make sure that nobody stays living at the property
- Return all the keys to your home back to us
- Leave your home clean and tidy
- Have the meters read by the appropriate company and pay all of your bills
- Take all of your belongings with you – any items left in the property will be removed at your expense
- Leave us an address where we can contact you

Mutual exchanges

A mutual exchange is when two or more tenant customers exchange their homes and take on each other's tenancy. The exchange is carried out by a deed of assignment. Each tenant must be renting their property from a social housing landlord, such as a housing association or local authority.

You can register your interest for a mutual exchange online at www.houseexchange.org.uk. If you do not have internet access we will send you a form to complete and register your details online for you. The website also gives details of other tenants wishing to mutual exchange.

To exchange your home both tenants must:

- Hold a secure tenancy or an assured tenancy
- Clear any outstanding rent arrears in full prior to the exchange taking place
- Clear any outstanding sub accounts in full prior to the exchange taking place
- Not have any other existing breach of tenancy
- Be taking on a property that is the right size and type for the needs of each household

Once an exchange partner has been found, we will arrange a home visit to discuss your request further.

Transfers

To another property with Acis Group

If you would like to move to another of our properties please complete a transfer application form, which you can do at any time. The form can be sent to you, accessed via our website or obtained from our office.

We will then check that you are eligible for the type and size of property that you have requested. If you have breached your tenancy agreement in some way we may decide to suspend your application or ask you to act on this before offering you a new property.

We will contact you to arrange a home visit and discuss your request further.

Your name will be included on the transfer register and your housing need will be used to decide the priority that should be given to your application.

You will then be considered for other properties in the places you wish to live, alongside other applicants on the housing and transfer register.

A transfer is more likely if you are requesting to move to a different size of property and have a recognised need to live somewhere else.

To a property in another local authority area

If you wish to move to another area, please contact us for further information and advice.

Buying your home

Tenants who were formally secure tenants with the council have the Preserved Right To Buy their home, provided that they live in an eligible property.

Some tenants may also have the Right To Acquire their home. The Right To Acquire is not the same as the Preserved Right To Buy – it has different rules and does not apply to all properties.

Please contact us if you want any more information.

Shared ownership

If you would like to own your own home but think it's too expensive, you should talk to us about our shared ownership homes. Shared ownership is a way of part owning and part renting a property. Shared ownership homes can be new or re-sales and range from one bedroom flats to family homes.

We are building more of these homes each year. There are also other housing associations which have these types of properties in the area.

Please contact us to find out more about shared ownership or to see details of shared ownership homes that are for sale.



If you would like to have this information in large-print, another language, or any other format, please contact us to let us know about your needs.

Our aim is to give you the information you need as quickly and as clearly as we can. We therefore have a target of arranging suitable personal communication for you within one working day (for example by talking things through verbally, by using signing, language interpretation, etc).

Please be aware that some large documents may take some time to convert into the format you need and other agencies are often involved in reproducing our published materials. This means that it can take up to 8 weeks to convert a large document into some formats.



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