



Wythenshawe  
Community Housing Group



# Your Guide to Transferring To Another WCHG Property

# What you need to know now you're registered for rehousing!

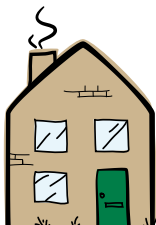
## RENT ACCOUNT



Keep your rent account up to date, if you have arrears you will not be made an offer.

If you have arrears contact us immediately and arrange a repayment plan.

## YOUR PROPERTY



When you signed your tenancy agreement with us, you agreed to maintain your home and garden to a decent standard.

When you are made an offer of a new home we will arrange to come and visit you and carry out a "Property Inspection". If your property fails this inspection or you do not allow access your offer of a new home will be withdrawn.

Please see the requirements that your home needs to meet to pass a "Property Inspection".

## INTERNAL



- All internal doors hung and in good condition with handles fitted
- All windows must open/close
- All skirting boards fitted to walls
- Electrical sockets fitted to walls and in working order
- Light switches/fittings in working order
- Stair handrail in place
- Decoration in good condition with no writing on the walls
- All kitchen cupboards in place with doors that open/close
- Worktops in place with no damage e.g. no burn marks

### External Doors

- In good condition with all glazing intact

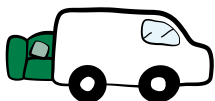
## GARDEN



*Your garden needs to be:*

- Tidy
- Free of rubbish
- All bushes and hedges cut to an acceptable height
- Grass – cut to an acceptable level
- Fencing intact

## PREPARING TO MOVE



*You've been offered a property and now have your move in date.*

When you move home your property needs to be completely empty and cleared of all furniture and rubbish. This includes clearing your loft space/sheds and outbuildings.

## ENDING YOUR PREVIOUS TENANCY

*You must return all keys to your previous property on the date agreed with your Housing Officer.*

All keys must be returned on a Monday no later than 12 noon on the agreed date. If you hand in the keys after 12 noon, we will charge an extra week's rent.

## RECHARGES



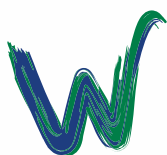
*On the day that you hand in the keys to your previous property the property and garden must:*

- Be clear of all furniture and rubbish
- Not have been damaged in any way

Any items or rubbish left or any damage caused to the property/garden will be recharged and you will be required to pay any such costs incurred.

If you know your property does not meet these standards now, then you need to start to put this right. If you need to order a repair, you can do this by calling our **Customer Services Team** on **0300 111 0000** or **0800 633 5500**, alternatively you can call into one of our offices and we will order the jobs for you.

WCHG is here to offer support and advice to our tenants. If you need help in bringing your property up to the required standard, please contact us on **0300 111 0000** / **0800 633 5500**, who will be happy to assist.



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