

# Moving home



a guide to transfers



If you are already a tenant of Aspire Housing and you wish to move to another property, you will need to complete a Housing Register Application Form.

Application packs containing the form and useful information about the area are available from our offices at Kingsley, The Brampton.



## **Completing your application form**




Inside the application pack you will find a “Guide for Applicants”, which explains how transfer applications will be assessed and dealt with. There is also an area leaflet which gives information about the type of accommodation we have in Newcastle which will help you to complete the application form. If you need help to complete your application one of our staff will be more than happy to assist.

## **What happens next?**

When you have completed the application form, return it to us to be registered. You will then receive a letter telling you if your application has been accepted. The letter will confirm the date of your application, the number of points you have been awarded, the type and size of accommodation you are eligible for and what areas you have requested for re-housing.






## Who is given priority?

Some tenants will have a greater need to move than others. People who will usually be given a greater priority for transfer are:

-  those who are overcrowded in their present home
-  those whose present home is too large for their household's needs
-  those who wish to move to more suitable accommodation for reasons of health or old age



## What conditions do I have to meet?

-  you must leave your home empty for the next tenant
-  your home must be left in a good state of decoration and repair or you may be recharged for the work required
-  you must not have broken the terms of your tenancy agreement
-  you will normally be expected to complete 12 months in your Aspire Housing tenancy before being actively considered for rehousing
-  a visit will usually be made to your home if you make an application for a transfer to discuss the conditions with you

## Keep in touch

It is important that you contact us if your circumstances change, for example after the birth of a child, as this will affect your application. Your application will be reviewed annually.

## Equal Opportunities

At all times we will act in an unbiased and non-discriminatory manner. If you believe you have been treated unfairly, you have the right to complain through our complaints procedure.



This information can be made available in

- Other languages • Large print • Braille • Audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your feedback, whether good or bad, to help us improve our services.

Please contact us if you have a comment, compliment, suggestion or complaint to make about any aspect of the service we provide.

## How to contact us



By telephoning  
01782 635200

By minicom  
01782 854993

By fax  
01782 715498

By writing to  
Aspire Housing  
Kingsley  
The Brampton  
Newcastle under Lyme  
Staffordshire  
ST5 0QW

By visiting our offices  
By emailing us  
enquiries@aspirehousing.co.uk  
Via our website  
www.aspirehousing.co.uk

**word|for|word**

APPROVED BY ASPIRE HOUSING CUSTOMERS