



Finding The Right Home



Better Homes • Stronger Communities

We have a range of homes throughout North Lincolnshire. These are spread across the area but most homes are in Scunthorpe and the surrounding towns and villages. You can check on our website www.nlhomes.org.uk to see where our homes are and how often they become available for letting.

Applying for a new home or to transfer to a different home

Anyone can apply for one of our homes. Simply complete an application form - available from our Customer Centre, by telephoning us on **01724 279900** or online at www.nlhomes.org.uk. Please provide as much information as you can – this will save time later and help us process your application quickly. If you need help to fill in the form then please ask a member of our staff who will be pleased to assist you.

We have to carry out some checks before we accept people onto our waiting list. We will only refuse someone access to the Housing Register if they are not eligible to be a tenant.



Most people are eligible but some (such as people subject to immigration controls, or people who have been responsible for serious anti-social behaviour) may not be eligible.

Assessing your application

When you have submitted your application form you will be awarded time credits. Each household's circumstances are assessed to give them a starting level of time credits and then extra time credits are awarded for each month someone remains on the Housing List until they reach the maximum. This system helps us to make sure that people in urgent need of housing are helped quickly, whilst also giving everyone else the opportunity to build up more time credits as they wait. If you owe money to us or another registered social landlord, then you will not normally be considered for an offer until you have made arrangements to clear your debt. If you are already a tenant of North Lincolnshire Homes, we may visit you at your current home to check the details on your application and to check that you are looking after your current home appropriately. If your house is in poor condition we will not allow you to move and may charge you for the cost of any repair work we need to carry out.

Full details of how housing applications are dealt with are available from our Customer Centre, by telephoning us on 01724 279900 or 0800 032 63 63, or online at www.nlhomes.org.uk

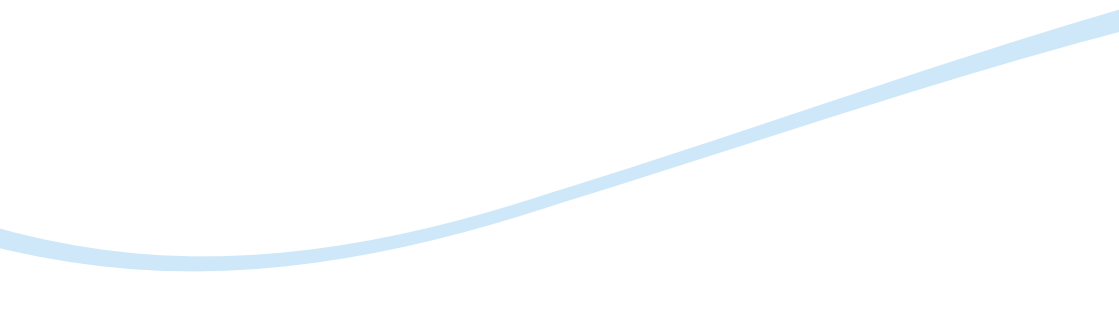


An offer of a new home

When a home becomes empty we check the people on the Housing Register to see who to offer it to. We will start with the applicant with the most time credits and then work down the list. You will automatically be considered for homes in the areas that you have chosen without having to contact us again.

We will contact you when we have a home to offer you that may be suitable. We will make arrangements for you to view the home to see if you like it. If you decide to accept the home we will make an appointment with you to sign the Tenancy Agreement and collect your keys. We will normally expect your tenancy to start on the Monday after you accept the offer. This means your rent will be due from this date.

If you decide the property on offer is not for you this does not affect your place on the Housing Register and we will contact you again when another home becomes available.



The standards you can expect from your new home

Each time a home becomes empty we will carry out safety checks and any necessary repairs to make sure that the property meets our Quality Lettable Standard. This standard says that all our homes must be clean and in a state of good repair before they are offered to a new tenant. If you move out and we find repairs are needed, we may charge you for the cost of this work.





Decorating grant scheme

Every empty home will have its decor assessed whilst it is empty. If a property has not been decorated or the existing decorations are in a very poor condition then we may issue a new tenant with a decoration grant to put towards the costs of decorating once they move in. We will discuss this with you when you view the property with us.

Kwik-Key scheme

Sometimes we have empty homes with little or no demand on the Housing Register. When this happens we may advertise the property through the Kwik-Key scheme. Applicants must still fill in an application form and be subject to certain checks but this can be a quick way to get a home.

Mutual Exchange

It may be possible to move by 'swapping' your home with another North Lincolnshire Homes' tenant. This is called a Mutual Exchange. You may also swap with a tenant of another housing association or a local authority.

A register of tenants wanting to swap homes is held at our Customer Centre. For more information see our Mutual Exchange leaflet.

Moving home checklist

If you are already a North Lincolnshire Homes' tenant then you must give us at least four weeks notice and fill in a Tenancy Termination form before you move out. These are available at our Customer Centre, by telephoning us on **01724 279900** or online at **www.nlhomes.org.uk**. You must hand in your keys (including meter keys) to us before midday on a Monday. If you hand in your keys after this then we will charge you a further week's rent. Your tenancy will not end until you have returned all your keys to us.

This list may help you to prepare for moving home:

Four weeks to go

- Give us written notice that you intend to move out.
- Book a removal company or hire vans.
- Arrange time off work, if necessary.
- Start collecting boxes and packing material.



Two weeks to go

- Make arrangements to pay your rent or mortgage at your new home.
- Tell friends and family your new address.
- Tell gas, electricity, water and phone companies your new address and the date you will be moving.
- Tell the North Lincolnshire Council's Council Tax section that you are moving.
- Arrange for a professional trades person to disconnect appliances on the day you intend to move.
- Arrange to redirect your mail with the Post Office.
- Make sure that if you have a garden it is clean and tidy and start to tidy any sheds, garages or things in your loft ready for moving.
- Make proper arrangements to dispose of any rubbish or other items you are not taking with you (we will charge you if you leave items behind that we have to dispose of).



One week to go

- Arrange to pay all outstanding bills, including your rent.
- Cancel any services such as milk and paper deliveries or a window cleaner.
- Confirm arrangements with the removal company.
- Start packing items you will not need before you move.
- Clean your home.



Visit us online
www.nlhomes.org.uk

On removal day

- Have a professional trades person disconnect any appliances.
- Take meter readings and inform the gas, electricity and water companies of the readings.
- Make sure that everything is removed from your property and that your home and garden is left clean and tidy.
- Close and lock all doors and windows as you leave the property.
- Hand in all keys to our Customer Centre.



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

North Lincolnshire Homes Limited

Registered Address

Meridian House • Normanby Road • Scunthorpe
North Lincolnshire • DN15 8QZ

Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

TELEPHONE 01724 279900
FREEPHONE 0800 032 63 63

www.nlhomes.org.uk