

Moving Home Guide





This guide applies to you if:

- ✓ You want to become a tenant of Wherry or
- ✓ You are already a Wherry tenant and would like to move

In this guide we explain:

- ✓ How we let (also known as allocate) our homes
- ✓ How you can apply for a Wherry home
- ✓ How you can apply to ‘transfer’ or exchange to another home
- ✓ The support and help available if you are moving into a Wherry home and
- ✓ What you need to know and do if you are moving out of a Wherry home

If you would like to talk to someone about any of the information provided in this leaflet then please contact us.

Norfolk & Suffolk residents	Cambridgeshire & Lincolnshire residents
Tel: 0800 694 0165 (freephone) or 01603 703 500	Tel: 0845 766 0344 (lo-call) or 01223 202 700
Fax: 01603 700 404	Fax: 01223 202 701
Minicom: 01603 703 599	Minicom: 01223 202 703
Email: wherryinfo@circleanglia.org	Email: wherryinfo@circleanglia.org
Text: 07624 804178	Text: 07624 804178
Write to us, or visit us at:	
Wherry Housing Association 6 Central Avenue St Andrews Business Park Norwich NR7 0HR	Wherry Housing Association 1 St Catharine’s Square Cambridge, CB4 3XA
Opening hours: 8:30am - 5pm, Mon to Fri.	Opening hours: 9am - 1pm and 2pm - 5pm Mon to Fri.

The contact centre is open for calls from 8:30am to 5pm, Monday to Friday.

Note: This guide relates to ‘general needs’ homes; that is, homes available to anyone who is eligible to be on a council’s housing register. Wherry also has sheltered housing in the Broadland and South Norfolk council areas. This is for elderly and frail elderly people.

To find out more about sheltered housing, please contact us as shown above and ask for our Supported Housing section.

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1 Introduction to Wherry Housing Association

Wherry Housing Association owns and manages around 5,900 rented homes across Norfolk, Suffolk, Cambridgeshire and Lincolnshire.

We provide good-quality, affordable rented accommodation to those in housing need, including but not exclusively to people who find themselves homeless or otherwise vulnerable.

Our homes are allocated to customers who have successfully registered for housing with the local authority (council) where the property is located.

See Section 9 for a guide to where Wherry's homes are located.



1.1 Wherry's Policy on Lettings

We work in close partnership with 19 local councils, a number of support agencies and our contractors to meet the objectives of our lettings policy, which include:

- Providing good quality homes by ensuring repairs and safety checks are carried out to the required standard before letting a property
- The efficient, prompt letting of our properties within strict targets
- Balancing the housing need of individual applicants with the interests of the established community
- Providing a consistently high level of service in the belief that all customers should be able to access housing with the same ease
- Providing the necessary support from before a tenancy starts to help people both begin and keep their tenancy

- Ensuring that our existing customers' needs are met; for example, when a family's circumstances change and they need to transfer to a more suitable home. See section 3.7 for more information on how Wherry helps its own tenants to move



2 How to be Considered for a Wherry Home



Wherry does not hold its own waiting list. Instead our homes are allocated to customers who have registered on the local council's housing register in the areas where our homes are.

Therefore, whether you want to be considered for a Wherry home for the first time or are already a tenant of Wherry but would like to transfer, you will need to register with the local council that covers the area where you would like to live. Contact details for councils are shown in section 8.1.

Registering with a council in this way means that you can also be considered for many other landlords' homes as well as Wherry homes if you wish.

The benefits of this are that:

- You only need to complete one application
- You will have access to a greater number of homes and therefore greater choice and
- If your circumstances change, you need only inform the council instead of having to

inform a number of different landlords

Please be aware that you must be at least 16 years of age to join a housing register, although tenancies are usually only offered to applicants aged 18 or over. In addition certain groups of people are excluded from registering with their council by law. These include certain people from abroad and people who have been guilty of seriously unacceptable behaviour making them unsuitable to be a tenant. If you require more information or assistance, your council, Citizens Advice Bureau or advice centre can help.



2.1 Applying to Register with your Council

Application forms are available directly from the relevant council or from Wherry. Most councils are now able to accept on-line applications for their housing register as well. Applying on-line usually means your application can be processed more quickly. See section 8.1 for the website and address of your council.

There are always many more people applying for homes than there are properties available. Therefore, the council will assess each applicant's circumstances to determine what priority they have for housing.

2.2 Priority for Housing

Each council will award priority according to a published 'Allocations Scheme'. Though the details of each Allocation Scheme may differ in some detail from council to council, they all award higher priority to applicants who have a greater need for housing.

The most common reasons for awarding priority include the following:

- Overcrowding
- Lack of basic facilities
- Medical reasons
- Welfare needs
- Local connection e.g. through residence, family or work
- Being homeless

Each council must make its Allocation Scheme (also known as an Allocation Policy) available to anyone who requests it, though they may make a small charge for a printed copy. Many councils also publish their scheme on their website.

2.3 Eligibility for Different Property Sizes and Types

Each Allocation Scheme will spell out what type and size of home each applicant may be eligible for. It is important that all landlords make the fairest and most efficient use of their housing stock to prevent overcrowding, avoid under-occupation and ensure for instance that additional preference is given to applicants with a disability when allocating to a specifically adapted home. Again the detailed criteria may vary slightly from council to council, but they all operate in a similar way.

Wherry Housing Association works closely with all the local councils to help achieve fair and transparent allocation policies that take into account local factors and needs.

2.4 Awarding Priority – Points or Bands?

Councils assess housing need in one of two ways:

- A traditional points system – a set number of points is awarded for each recognised housing need that an applicant has. These points are added together to give a total points award

Or, as more and more councils are doing:

- A banding system – applicants are placed into ‘bands’ depending on their level of need. Bandings are usually given names such as Gold, Silver and Bronze. Those with the greatest need are placed in the highest bandings, so there will

be people in the same band that have different reasons for needing to move. Priority for applicants with the same banding is then decided by how long they have been placed in that band

Banding systems are increasingly popular with applicants as they are clearer to understand and work particularly well with choice-based lettings (CBL) systems of allocation (see section 2.5.2 below).

Regardless of which system is in operation, points or banding, it is vital that, once registered, you let the council know promptly of any change in your circumstances that may affect your priority. For example, the birth of a child that causes you to be overcrowded or a new or deteriorating medical condition that means you are finding your current accommodation difficult to live in or maintain.

If you do not provide the council with up-to-date information (and supply any proof asked for) you could be delaying your prospects of rehousing or missing out on the opportunity of receiving an offer of a home altogether.

Most councils also carry out regular (usually yearly) reviews of their housing register to ensure that their information remains up-to-date. Again you must be sure to respond to any request for information or your application may be deleted.

If you disagree with the points or banding assessment made by the council you have the right of appeal. These rights and how to exercise them will be stated in the council’s published Allocation Scheme. In addition, advice and

support can be sought from Shelter or your local Citizens Advice Bureau. If you are an existing Wherry tenant seeking a move and disagree with your council’s assessment of your housing need, your Neighbourhood Officer may be able to provide further information to the council to support your case. Our contact details are at the front of this guide.

2.5 Nomination or Choice-based Lettings (CBL)

2.5.1 Nomination

Some councils still operate a traditional ‘nomination’ process. When you register, you will be asked to specify which areas you would like to be considered for. Then, when Wherry has a vacancy, we request a nomination from the council’s list. The council will then provide us with details of the applicant who has the highest priority and is eligible for that property and we then consider them for an offer of a tenancy.

2.5.2 Choice-based Lettings (CBL)

CBL is a newer way of allocating housing that gives the customer greater choice and control over choosing where they would like to live.

Most councils now operate Choice-based Lettings schemes.

Wherry has been very active in helping to develop CBL schemes as we believe that wherever possible, customers should be able to choose where they live. CBL also provides a fairer and

more open way of allocating homes. We also believe that communities are far more likely to be stable and residents happier in their homes when people have been able to choose to live there, rather than having been nominated there by their council.

The advantages to the customer of CBL include:

- Greater choice over where to live
- Clearer information on what homes are available and where
- Clearer feedback on how popular a particular property or area is and a good indication of whether you would be successful if you bid
- Greater opportunity of moving to a different council area
- Increased efficiency – properties can be let more quickly meaning everyone spends less time waiting for a home

Though details of each CBL scheme vary (as detailed in section 8.1) they all work in a similar way:

1. A list of all the properties currently available is advertised every week or fortnight, usually in a free newsletter and on a web site. These adverts include pictures and essential details about each home and the local area, so that you can decide if you are interested in them.

Information in adverts will usually include:

- How many bedrooms it has;
- How much the rent is
- Details of any special features e.g. adaptations such as a level-access shower and
- Whether pets are allowed

2. Anyone who has previously registered is then able to 'bid' for a property if it meets their needs.

N.B. Although the word 'bid' is used in most CBL schemes, there is no cost involved – 'bid' in this case means 'to register an interest in a particular property'.

Bids can be made by phone, text, or online through the CBL scheme's website and in some cases by post or simply by contacting the council.

If you need help in using the scheme, a family member, friend or support worker can even place bids on your behalf if you wish. All councils offer a range of additional assistance for customers who have no one else to help them. If you are already a tenant of Wherry and are looking to transfer you can also ask your Neighbourhood Officer for help and advice.

Bids must be made before the end of the weekly or fortnightly bidding cycle to be in with a chance of being considered for a particular home. However it does not matter when during the cycle a bid is made as applicants are considered in order of priority (banding) and not how quickly the bid was made.

When bidding on-line, most systems advise you of your position on the shortlist compared with other bidders. Though this is useful, it should be remembered that the list changes throughout the cycle as more people place bids.

3. At the end of the bidding cycle, a shortlist of bidders is created sorted in order of priority. Depending on the CBL system, the council may manage the

shortlist and sends details of the top bidder to Wherry. With many CBL schemes, however, Wherry's allocation staff have direct access to the shortlist and are able to consider applicants for the offer of a tenancy in the order they appear on the shortlist.

2.6 Brand New Homes and 'Local Connection'

Wherry Housing Association, as part of the Circle Anglia group, is a major developer of new affordable rented homes. Most of these are allocated to applicants on the councils' housing registers in the same way as other homes that become available for letting.

Please note however that new homes built in rural areas may have extra rules which apply and can affect the priority of applicants. These rules are due to planning restrictions that ensure highest priority is given to people with a stronger local connection to the area (village or parish) where the homes have been built.

The details can vary depending on the council area, but most give extra priority to applicants who live or work (or previously lived or worked) nearby or have close relatives living in the area. When these sorts of conditions apply it will be stated in the CBL advert and you will be invited to contact the local council or Wherry directly for more details.

These local connection conditions will usually remain in place for such a home each time it becomes empty and available for reletting in the future.

3 Being Offered a Wherry Home

3.1 Verification and Background Checks

Once a nomination is received or a CBL shortlist is available, we will carry out certain checks before contacting the applicant and progressing their application for one of our homes. We do this as quickly as possible in order to meet the needs of customers who are often in urgent need of housing and also to allocate our homes as efficiently as possible.

However, we do have to be careful to thoroughly assess all applications before offering a tenancy, as it is our responsibility as a landlord to balance the housing need of individual applicants with the interests of the established community. In rare, extreme cases this may mean that Wherry will not offer a tenancy to a particular applicant and instead go on to consider the next highest priority applicant.

In all cases we first check the details of an application with the council and any known supporting agencies. We may also speak to the current and/or previous landlord of the applicant. Many of our customers are vulnerable and during the verification process we might identify that a customer has a need for support to enable them to take on the responsibility of a tenancy and then maintain it. We are then able to begin to work with existing support providers to assist the applicant through the process of being offered a home. If no support exists, we can arrange for tenancy support to be provided.



3.2 Contacting the Applicant

As soon as verification is completed we contact the applicant, by telephone where possible, to confirm the details of their current housing situation and obtain some other details. Provided the information we receive is satisfactory, we can then make a provisional offer and arrange a viewing of the home. The offer and viewing arrangements are confirmed in writing the same day.

In cases where we are not immediately able to make contact by telephone, we will write to the applicant or nominated support worker requesting they contact us within a few working days.

If, after this time, we do not hear from the applicant, we have to assume that they are not ready to move or do not wish to progress their application and we move on to the next customer. The timescales for customers to respond have to be quite short as we need to relet empty homes quickly for the sake of the many applicants in urgent need of housing. It is important therefore that a customer responds urgently or they may miss out on the opportunity of being offered a new home.





3.3 Provisional Offer

After we have contacted the prospective tenant, we will confirm the details of the property and the viewing arrangements in a 'provisional offer' letter. Included with the letter will be some useful information that will allow the applicant to make enquiries before the viewing takes place and help them to decide whether they would like to take up the offer. This consists of:

- An information factsheet about the area containing useful contact details, such as those for the local council, doctors and schools and
- A copy of our 'Property Letting Standards' leaflet (see section 4.1)

Also included is a form and pre-paid envelope that the customer is asked to complete and return to us promptly to confirm that they wish to accept the provisional offer.

3.3.1 Offers to Existing Wherry Tenants

An offer of another tenancy to an existing Wherry tenant (a transfer) will be conditional upon the rent account being up-to-date and a satisfactory inspection of their current home. We will arrange an appointment for one of our surveyors to visit and carry this out as soon as possible.

The surveyor will look to ensure that the property has been well maintained, is in clean and tidy condition and that no unauthorised alterations have been carried out.

3.4 Viewing the Home

A mutually convenient appointment will have been made for the applicant to view the property in the company of the Neighbourhood Officer. The viewing may take place a few weeks after we agree the provisional offer as we may be waiting for the former tenant to move out.

Where possible we will try to arrange for the viewing to happen before the outgoing tenant has left. This can be particularly helpful for the prospective tenant as they may then be able to find out more about the property and the neighbourhood from the person whose home it has been.

The viewing gives the customer the chance to look around the home and assess whether or not it is suitable for them before deciding whether or not to accept an offer of a tenancy. Many customers are able to make a decision at the viewing, but we can allow up to 48 hours if required.

Some viewings take place when the property has been vacated and is undergoing repair so it is important for the customer to realise that they are viewing it in an 'unfinished' state (see section 4 – Moving into a Wherry Home). The officer conducting the viewing will have with them a list of the work (repairs and safety checks) that will be completed before the new tenancy starts.

At the viewing we advise of the date when the property is expected to be ready for letting (if it isn't ready) and make a provisional appointment for the tenancy agreement to be signed and keys handed over if the offer is accepted. We will also provide a copy of the terms of the tenancy agreement at this stage and explain them to the applicant. Providing these at the viewing stage gives each prospective tenant the opportunity to have read through the terms and conditions before signing for the tenancy and time to think of any questions or concerns they may have about them.

The viewing is also an opportunity for the applicant to meet the Neighbourhood Officer for the area and find out more about Wherry Housing Association and the services we provide generally. Many of these are designed to assist people who are on a low income or otherwise vulnerable to help ensure their tenancy gets off to the best possible start. Section 4.3 gives more information on types of services available.



3.4.1 Multiple Viewings

Occasionally we may invite up to three applicants to the same viewing. This is so that if the highest bidder refuses an offer, the next placed bidder can then make a speedier decision as they will already have seen the home and had the chance to ask us questions about it.

When arranging a multiple viewing we will always advise each applicant whether they have 'first refusal' or if there are other applicants ahead of them in the shortlist.

If you are invited to a multiple viewing but another customer who is ahead of you on the shortlist accepts the offer, it can still be very worthwhile for you to attend. The viewing can be useful to help you make up your mind about a particular area or type of home and therefore help you with your future bids and also gives you the chance to talk to a Neighbourhood Officer and find out more about Wherry Housing Association and holding a tenancy.

3.5 Signing for the Tenancy

By signing a tenancy agreement a customer is signing a legal contract with Wherry and is agreeing to abide by the conditions laid down in the agreement. In simple terms these responsibilities are to:

- Pay the rent in advance
- Look after the home
- Behave appropriately and
- Be a responsible householder

The Neighbourhood Officer will go through these in more detail at the sign up and take the time to answer any questions the customer has.

Amongst other matters, the officer will also:

- Provide a copy of the tenancy agreement and a tenant handbook containing useful

information about the tenancy, the home and the services we will provide

- Advise on methods for paying the rent and help with a Housing Benefit application if needed and
- Take the first week's rent payment (or first month's if opting to pay monthly) and issue a receipt for it

A large amount of information needs to be given over when somebody first becomes a tenant and this can often take up to an hour especially if the customer has never held a tenancy before. If an offer of a joint tenancy has been made, both prospective tenants must be present at the sign up. Sign ups are usually conducted at the property but we can make arrangements to do this in the office or elsewhere if this is more convenient for the customer.

3.6 Types of Tenancy

3.6.1 New Customers

Most customers accepting their first tenancy with Wherry will be offered what is called a starter tenancy (sometimes known as a probationary tenancy).

A starter tenancy is a type of assured tenancy that normally lasts for 12 months. The first 12 months of your tenancy will be a trial period to monitor how you look after your home and keep to the conditions of your tenancy; for example, not causing nuisance to your neighbours.

If there have been no problems, your starter tenancy will automatically change to a full assured tenancy at the end of the 12 months. It is possible in some

cases that Wherry may wish to extend this period by another 6 months and if so you would be informed in writing.

If you were not meeting the terms and conditions of your tenancy, Wherry would take steps to end it; however, we will offer help and support before and during your tenancy to try to ensure this situation does not arise.

For the period of the starter tenancy (12 months or sometimes 18 months as explained previously), you will enjoy most of the rights of an assured tenant and can expect the same high standard of service from us. However, during this trial period you would not be able to:

- Transfer to another property or take part in a mutual exchange (see section 6 below)
- Take in lodgers or sub-let any part of your property
- Make improvements to the property (other than to redecorate) and
- Buy/acquire your home

More information on starter tenancies is included in our leaflet 'Welcome to your Starter Tenancy', which is given to new starter tenants. The Neighbourhood Officer will also be happy to answer any questions on this at the viewing or sign-up stage.

Assured and secure tenants of other landlords may be offered an assured tenancy straight away.

3.6.2 Existing Wherry Tenants who Transfer

If you are already a Wherry tenant and transfer to another of our homes, you will normally keep the same type of tenancy you had at the previous one.



3.7 Help for Existing Tenants Wishing to Transfer

Existing tenants' housing needs can change over time and Wherry helps its tenants who need to move to meet these needs in the following ways:

- We negotiate with councils to ensure minimum quotas of all offers go to current tenants. For example by restricting a proportion of CBL adverts so that only existing tenants may bid for them (the proportion is usually 20% depending on the council area)
- We may assist tenants with appeals to the council to have their priority/banding changed by contacting the council on their behalf or liaising with

support workers if they request this

- Our Neighbourhood team can give direct advice and assistance on how to apply and bid for housing and provide guidance on how each CBL scheme works

N.B. If a tenant has difficulties managing or living in their home because of age, illness or infirmity but does not wish to move we may be able to assist in other ways; for example, by arranging for adaptations to be carried out or for gardening services. Our Neighbourhood team can advise on these and other options.

4 Moving into a Wherry Home

4.1 Lettable Standard

After the previous resident has moved out and before the new tenant moves in, we will carry out general repairs and maintenance to make sure that the home meets our lettable standard. This is a standard that has been agreed with our residents. The amount of work that we have to do largely depends on the age and condition of the property when it is handed back to us. This will have been discussed at the viewing. The work carried out will include gas and electricity checks as necessary to ensure your safety. More information on this is included in our leaflet 'Property Letting Standards'.

4.1.1 Furnishings

All our homes are let unfurnished and customers need to arrange to provide their own furniture, white goods and floor coverings. Occasionally an outgoing tenant may offer to leave items such as carpets for the next customer. Provided the items are in a very good condition we may agree to this if the new tenant would like them. If so we will 'gift' them to the new tenant (this simply means that they will become the new tenant's property and Wherry will be under no obligation to repair or replace them.)

Customers who are on a low income and/or setting up home for the first time may have difficulty buying even basic furnishings for their home. Our Neighbourhood team can provide details of organisations that supply affordable furniture for people in need and on low income.

4.2 Decoration

We will not normally decorate homes between tenancies and redecorating will be the responsibility of the new tenant. However, each home is inspected and the condition of its decorative state is assessed. We may then offer the new tenant an allowance in the form of decoration vouchers to help them meet the cost of decorating their new home to their own taste. If you are already a Wherry tenant, any decoration allowance granted on the property you are leaving will be deducted from any allowance awarded on your new home.

4.3 Support Available

We recognise that different people have different needs, preferences and capabilities and we tailor our services to try and ensure that no one is disadvantaged and everyone receives the service that they need.

Moving home is always stressful and for a new tenant it is especially important that any individual needs are recognised and met by Wherry at the earliest possible stage, so the tenancy gets off to the best possible start and is maintained successfully.

We start this process even before we first contact a prospective tenant by sharing information with councils and other landlords to find out about known support needs, so we can then offer similar or additional services. We will also discuss your needs with you during the offer, viewing and sign up stages to ensure we provide you with all the assistance we can.

There are a range of services that we can supply directly, organise on a customer's behalf or advise the customer of that will simplify the process of taking on a tenancy. These services include the following:

- Translation Services via INTRAN for those whose first language is not English
- Referral to an appropriate specialist support agency such as Stonham (some of these are listed in section 8.2) to assist with setting up home and maintaining a tenancy
- Providing assessments for Housing or other benefits and offering an online benefits calculator – www.circelanglia.org/benefits
- Assistance with making a claim for Housing and Council Tax benefit
- Information on welfare benefits such as Community Care Grants
- Financial/ budgeting advice including meeting bills for utilities and Council Tax etc.
- Information about furniture recycling/reuse schemes that can provide good cheap furnishings for people on a low income who are setting up home
- Information on Credit Unions

All new tenants receive a copy of Wherry's 'Money Matters' booklet, a comprehensive guide to managing money that is full of information on how to make savings on the costs of setting up and running a home.

4.4 Follow up Visit

Within a few weeks of you taking up a tenancy with us we will visit you in your new home to ensure you have settled in happily and have not had any problems.

We will also ensure that rent payment arrangements are in place and check that any housing benefit claim has been processed and that you are keeping to the other terms and conditions of the tenancy agreement. We visit all new tenants including those who have transferred from a previous Wherry tenancy. For customers on a starter tenancy (see section 3.6), this visit is an important part of our monitoring process, which will hopefully lead to conversion to a fully assured tenancy.



5 Moving out of a Wherry Home

5.1 Notice

If you are a Wherry tenant and wish to give up your tenancy, you will need to give us at least four full weeks' notice in writing ending on a Sunday. It is important to plan ahead if you are thinking of ending your tenancy as the four-week notice period is a condition of your tenancy and you will, therefore, be liable for the rental charge for this period even if you move out sooner.

It is best to discuss your intention to end your tenancy with your Neighbourhood Officer in good time beforehand to be sure of your obligations.

Once we have received your notice we will confirm to you in writing:

- The date on which your tenancy will end
- The estimated balance on your rent account up to the end of tenancy
- The condition in which you should leave the property and
- The procedure for handing in your keys

5.2 Pre Termination Visit

We will also arrange an appointment with you to inspect your current home as soon as possible. The purpose of this inspection is so that we can see what repairs and safety checks are needed before a new customer may move in. Carrying out the inspection at the earliest possible stage helps us to relet the home more quickly and efficiently to the next customer.

At this visit we can also advise you of any repairs that you may

be responsible for and that will need to put right before you leave. This could include damage to fixtures and fittings that has not resulted from normal wear and tear or unauthorised alterations. Any repairs that you are required to complete will be confirmed to you in writing.

We may also ask if you are willing to let the next prospective tenant look round your home before you end your tenancy. If so, this will allow them to decide much sooner whether they would like to accept an offer from us and means we can relet the home more speedily. If you can help us in this way, we will make a provisional appointment with you for the customer (accompanied by a Wherry officer) to visit.

5.3 Vacating the Home

Before your tenancy ends you should:

- Ensure that you have carried out any repairs that you were advised were your responsibility to a satisfactory standard in order to avoid being recharged for them
- Have arranged removal/ collection/disposal of all your goods and any unwanted items or rubbish. Should Wherry have to dispose of any personal effects or discarded items, then you will be recharged the cost of this. Most councils are able to collect large items for disposal though there may be a small charge for this
- Leave the property in a clean and tidy state, cleared of your



belongings, in a satisfactory condition and in reasonable decorative order

- Remember to let your telephone, gas, electricity and water suppliers know your moving date, otherwise you may be paying for the next tenant's use of them
- Contact Royal Mail to have your post redirected. There will be a small charge for this but please note that Wherry cannot undertake to forward post to you and
- Inform all agencies of your intended move e.g. banks, building societies, benefits agency, council tax office, housing benefit office, DVLA etc. A useful checklist is included in section 10 on page 47

Please be aware that when you end your tenancy, you must give Wherry 'vacant possession'. This simply means that all occupants must have left. It is up to you as the tenant(s) to make sure that anyone else living with you moves out before the tenancy ends.

On the day you hand your keys in you should make sure you return all keys for the property including the following:

- Spare keys
- Any outhouse or shed keys
- Window lock keys
- Any communal area keys including any keys/ tokens or fobs for security doors that were issued to you
- Keys and cards for gas and electricity meters – these will not be of use to you at your new home and failure to return them can lead to delays in letting the home to the next customer

Be sure to return all your keys to Wherry's offices by 10am on the Monday morning after your tenancy ends (except where you have made a separate arrangement with your Neighbourhood Officer). Failure to return the keys by 10am on the Monday will result in you being charged an additional week's rent for every week or part week that goes by until we receive them.

If we have to change the locks because you do not return any or all of the keys to the property, you will have to pay for this.

If for any reason you think you may be late returning your keys, you must contact your Neighbourhood Officer to discuss this with them.

We appreciate that on occasion, a customer may have good cause for extending their tenancy for a short period of time; for example, if they are planning to move into a new home but the completion is delayed. In these sorts of circumstances we can normally agree to extend your termination date with you, but you must contact your Neighbourhood Officer as soon as possible to discuss this. This will avoid the possibility of us changing the locks before you move out and allow us to keep the next occupant informed of any delay. You would remain liable for the rental charges until the keys are returned.



5.4 Death of the Tenant

If you are the next of kin of a Wherry tenant who has died leaving the property unoccupied you should contact Wherry and give notice to end the tenancy on behalf of the late tenant and provide a copy of the death certificate as soon as you are able. Clearly this can be a particularly upsetting and distressing time for a close relative and a Neighbourhood Officer will be available to guide you through it.

The 28-day notice period will commence on the Monday following receipt of a copy of the death certificate and rent continues to be charged to the account until this period ends. However, if the late tenant was in receipt of Housing Benefit, this will no longer be paid after the date of

death so it is important that affairs are settled promptly to avoid additional debt building up on the deceased person's estate.

In order to help avoid the build up of this additional debt we can help as follows:

- In many cases two weeks is enough for the next of kin to make the necessary arrangements for dealing with the late tenant's effects. If the property (and garden if there is one) is cleared of all personal belongings and effects and the keys returned to us within 14 days of the notice period starting, we agree not to charge rent for the remaining two weeks of the notice period
- If further time is needed a further two weeks can be agreed, but

the keys will need to be returned to us after this and we will have to charge rent for the full notice period and any week or part-week until the keys are returned to us

Note: If you are a close relative of the late tenant and had been living with them immediately prior to their death, you may be eligible to take over the tenancy. This is known as 'succeeding' to the tenancy.

Qualification to succeed to a tenancy depends on the applicant's relationship to the late tenant, how long they had been part of the household of the late tenant and other factors. Each case is considered individually and in such circumstances you should contact us as soon as possible to ask for further information.

6 Mutual Exchange – Another Way of Moving for Existing Tenants

Tenants who have a secure or assured tenancy with a council or housing association can apply to swap homes with each other. This is called a mutual exchange.

A mutual exchange can be a good option for tenants who want to move to a new place, but have low priority on a housing register and are, therefore, likely to face a long wait for a transfer.

It is possible to exchange your home with:

- Another tenant of Wherry Housing Association
- A tenant of a local authority (council) or
- A tenant of another housing association

All exchanges have to be approved by the landlord(s) of the tenants seeking to exchange, but the first step is for you to find an exchange partner – someone who has the type of home you might be interested in and who may be interested in yours. You could do this by:

- Using the House Exchange website – www.houseexchange.org.uk
- Using other website services
- placing an advertisement in a local newsagent or other shop window
- Advertising in local or national newspapers or on websites such as www.loot.com and
- Asking friends and people that you know

The House Exchange website is a free service and is easy to use. You can register by logging on to www.houseexchange.org.uk and filling in the online application. If don't have access or are



uncomfortable using the internet you can contact us for help. Our contact details are shown at the front of this guide.

Once you have registered, you can search amongst tens of thousands of other registered tenants from across the country to find a possible exchange partner.

When you have found another tenant you wish to exchange with, you should arrange to visit each other's home to see for yourselves whether this would meet your needs. If so, all exchange partners would need to complete an application form and give it to their landlord. You must not move until permission is given or you could be asked to move back or even lose your tenancy altogether. Landlords must give their decision within 42 days of the application being made.

When we get your application to exchange we will do the following:

- Check your tenancy to make sure you do not owe any rent and that there are no other

tenancy breaches

- Make an appointment with you to inspect your property
- If another landlord is involved, we will swap reports on each others tenant

A landlord may refuse an exchange in some circumstances; for example, if the property is too big or too small for the tenant moving in or if the property has specific adaptations that the potential new customer has no need of.

If the exchange is agreed, we will contact you to arrange for you to sign a deed of assignment. These are the papers needed to make the exchange legal.

There are some other conditions around mutual exchanges and you must not exchange homes without the written consent of your landlord. If you want to find out more ask us for our information leaflet 'Mutual Exchanges' or contact your Neighbourhood Officer.

7 Frequently Asked Questions

Q. I placed a bid on one of your homes, when will I hear anything?

We normally carry out shortlisting for our homes within two days of a bidding cycle closing (this day varies depending on the CBL scheme).

We have to carry out checks with the relevant council before we contact any bidders and this can sometimes cause a slight delay.

Please note that we are unable to contact unsuccessful bidders because of the very high numbers of applicants placing bids.

Q. How will I hear from you?

For speed, we always try to contact people by telephone in the first instance. It is therefore important that you include up-to-date contact numbers in your application and always contact the council quickly to let them know if your numbers change.

If we can't get hold of you by 'phone straight away, we will write to you asking you to contact us within a few working days. In the meantime we will continue to attempt to contact you by 'phone as well.

Q. I was one of the highest placed bidders; does this mean that if I haven't heard from you quickly I won't be successful?

Not necessarily! ... A successful bidder is invited to view the home they have bid for before having to decide whether to accept an offer of tenancy. This can sometimes take around two weeks to arrange if the existing tenancy has not yet come to an end and we are unable to arrange a viewing whilst they



are still occupying the home. In addition, applicants are then allowed up to 48 hours if needed after the viewing to make a final decision.

If the applicant then refuses the offer we will contact the next bidder but, for the reason given above, this may be some weeks after the original advert.

Q. You've invited me to view a home I bid for but I was told another applicant will also be viewing at the same time – What's going on?

We sometimes invite a small number of applicants to the same viewing. This is so that if the highest bidder refuses an offer, the next placed bidder can then make a speedier decision as they will already have seen the home and had the chance to ask us questions about it.

Even if unsuccessful, attending a viewing can be useful to help you make up your mind about a particular area or type of home and therefore help you

with your future bids and also gives you the chance to talk to a Neighbourhood Officer about Wherry Housing Association.

Q. Where will I find my meter box for readings?

It depends on the type of property. This will be explained at the viewing and again at the sign-up if needed.

Q. What external areas of my property do I have to maintain & what will Wherry maintain?

Again this varies and will be covered at the sign-up. It is also spelled out in our tenants handbook that is issued to each new customer.

Q. Where do we store our Wheelie bin? How do I find out when my wheelie bin will be emptied?

The Neighbourhood Officer will have this local knowledge and will be able to explain these details at viewing or sign-up.

Q. How do I apply for permission to put up a satellite dish?

Contact us to ask if you may put up a satellite dish. In some cases you may also need planning permission. In some situations you may not be able to put up a satellite dish at all so always check with us first.

Q. What household repairs are my responsibility?

These are explained in the handbook given to all new tenants and include things such as internal decorations, clearing blocked sinks, damage to fixtures and fittings etc.



8 Useful Contacts – Council and Other Housing and Support Agencies

The table below details the kind of allocation system currently in place with each council where Wherry has homes.

Some councils and housing associations have formed ‘sub-regional’ CBL schemes. This simply

means that the partners have joined forces to create a single system operating over a number of council areas. The benefits of sub-regional schemes are that applicants may see and bid for properties outside their own council’s area giving them more choice and mobility.

8.1 Council Contact Details	
Norfolk	Nomination or CBL?
<p>Breckland District Council</p> <p>Elizabeth House Walpole Loke Dereham Norfolk, NR19 1EE Tel. 01362 656 870 www.breckland.gov.uk</p>	<p>Nominations System</p> <p>Common Housing Register is administered by ARP Trading on behalf of the council</p> <p>ARP Trading Ltd, Breckland House, St Nicholas Street, Thetford, Norfolk, IP24 1BT Email: housingregister@arptrading.co.uk Fax. 01842 756513 Tel. 01842 756416 or 01842 756418 or 01842 756422 or 01842 756427</p> <p>Hours of business: 09:00 to 17:00 Monday to Thursday 09:00 to 16:30 Friday</p>
<p>Broadland District Council</p> <p>Thorpe Lodge 1 Yarmouth Road Thorpe St Andrew Norwich, NR7 0DU Tel. 01603 431133 www.broadland.gov.uk</p>	<p>CBL system (Home Options):</p> <p>Weekly bidding cycle Website: www.gnhomeoptions.org.uk</p>
<p>Great Yarmouth Borough Council</p> <p>Town Hall Hall Plain Great Yarmouth Norfolk, NR30 2QF Tel: 01493 856100 www.great-yarmouth.gov.uk</p>	<p>CBL system (Homeselect):</p> <p>Fortnightly bidding cycle Website: www.homeselect.org.uk</p>

8.1 Council Contact Details – continued

Norfolk	Nomination or CBL?
<p>Kings Lynn & West Norfolk Borough Council</p> <p>King's Court Chapel Street King's Lynn Norfolk, PE30 1EX Tel. 01553 616200 www.west-norfolk.gov.uk</p>	<p>CBL system (West Norfolk Homechoice):</p> <p>Weekly bidding cycle Website: www.west-norfolk.gov.uk and click on West Norfolk Homechoice</p>
<p>North Norfolk District Council</p> <p>Council Offices Holt Road Cromer Norfolk, NR27 9EN Tel. 01263 513811 www.north-norfolk.gov.uk</p>	<p>CBL system (Your Choice Your Home):</p> <p>Fortnightly bidding cycle Website: www.yourchoiceyourhome.org.uk</p>
<p>Norwich City Council</p> <p>Norwich City Council City Hall Norwich, NR2 1NH Tel. 0344 980 3333 www.norwich.gov.uk</p>	<p>CBL system (Home Options):</p> <p>Weekly bidding cycle Website: www.gnhomeoptions.org.uk</p>
<p>South Norfolk District Council</p> <p>South Norfolk House Swan Lane Long Stratton Norfolk, NR15 2XE Tel. 01508 533633 www.south-norfolk.gov.uk</p>	<p>CBL system (Home Options):</p> <p>Weekly bidding cycle Website: www.gnhomeoptions.org.uk</p>



8.1 Council Contact Details – continued	
Cambridgeshire	Nomination or CBL?
<p>Cambridge City Council</p> <p>Guildhall Market Square Cambridge, CB2 3QJ Tel: 01223 457000 www.cambridge.gov.uk</p>	<p>CBL system (Home-Link):</p> <p>Fortnightly bidding cycle Website: www.home-link.org.uk</p>
<p>East Cambridgeshire District Council</p> <p>The Grange Nutholt Lane Ely Cambridgeshire CB7 4EE Tel: 01353 665555 www.eastcambs.gov.uk</p>	<p>CBL system (Home-Link):</p> <p>Fortnightly bidding cycle Website: www.home-link.org.uk</p>
<p>Fenland District Council</p> <p>Fenland Hall County Road March Cambridgeshire PE15 8NQ Tel: 01354 654321 www.fenland.gov.uk</p>	<p>CBL system (Home-Link):</p> <p>Fortnightly bidding cycle Website: www.home-link.org.uk</p>
<p>Huntingdonshire District Council</p> <p>Pathfinder House St Mary's Street Huntingdon Cambridgeshire, PE29 3TN Tel: 01480 388388 www.huntingdonshire.gov.uk</p>	<p>CBL system (Home-Link):</p> <p>Fortnightly bidding cycle Website: www.home-link.org.uk</p>

8.1 Council Contact Details – continued

Cambridgeshire	Nomination or CBL?
<p>Peterborough City Council</p> <p>Bayard Place Broadway Peterborough, PE1 1FZ Tel: 01733 747474 www.peterborough.gov.uk</p>	<p>CBL system (Peterborough Homes):</p> <p>Weekly bidding cycle Website: www.peterborough-homes.com</p>
<p>South Cambridgeshire District Council</p> <p>South Cambridgeshire Hall Cambourne Business Park Cambourne Cambridge, CB23 6EA Tel: 03450 450 500 www.scambs.gov.uk</p>	<p>CBL system (Home-Link):</p> <p>Fortnightly bidding cycle Website: www.home-link.org.uk</p>
Suffolk	
<p>Forest Heath District Council</p> <p>District Offices College Heath Road Mildenhall, Bury St Edmunds Suffolk, IP28 7EY Tel: 01638 719000 www.forest-heath.gov.uk</p>	<p>CBL system (Home-Link):</p> <p>Fortnightly bidding cycle Website: www.home-link.org.uk</p>
<p>Ipswich Borough Council</p> <p>Grafton House, 15–17 Russell Road Ipswich, IP1 2DE Tel: 01473 432000 www.ipswich.gov.uk</p>	<p>CBL system (Gateway to Homechoice):</p> <p>Weekly bidding cycle Website: www.gatewaytohomechoice.org.uk</p>



8.1 Council Contact Details – continued	
Suffolk	Nomination or CBL?
<p>Mid Suffolk District Council</p> <p>131 High Street Needham Market Ipswich, Suffolk, IP6 8DL Tel: 01449 724500 www.midsuffolk.gov.uk</p>	<p>CBL system (Gateway to Homechoice):</p> <p>Weekly bidding cycle Website: www.gatewaytohomechoice.org.uk</p>
<p>St Edmundsbury District Council</p> <p>West Suffolk House Western Way Bury St Edmunds Suffolk, IP33 3YU Tel: 01284 763233 www.stedmundsbury.gov.uk</p>	<p>CBL system (Home-Link):</p> <p>Fortnightly bidding cycle Website: www.home-link.org.uk</p>
<p>Suffolk Coastal District Council</p> <p>Melton Hill Woodbridge Suffolk, IP12 1AU Tel: 01394 383789 www.suffolkcoastal.gov.uk</p>	<p>CBL system (Gateway to Homechoice):</p> <p>Weekly bidding cycle Website: www.gatewaytohomechoice.org.uk</p>
Lincolnshire	
<p>South Kesteven District Council</p> <p>Town Hall North Street Bourne Lincolnshire PE10 9EA Tel: 01476 406080 www.southkesteven.gov.uk</p>	<p>Nominations system</p>

8.2 Housing and Support Agencies

<p>Citizens Advice Bureau</p> <p>Nation-wide – Look in the phone book for your local CAB</p> <p>www.adviceguide.org.uk</p>	<p>The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice.</p>
<p>Julian Housing</p> <p>Janet Rowe House 1A Oak Street Norwich, NR3 3AE Tel: 01603 767718 www.julianhousing.org</p>	<p>Julian housing works throughout Norfolk in partnership with Supporting People, Adult Social Services, Norfolk PCT's & all major housing providers, to assist people with mental health problems.</p>
<p>St. Edmunds Society</p> <p>68 Earlham Road Norwich Norfolk NR2 3DF Tel: 01603 622035 www.st-eds.org</p>	<p>St. Edmunds Society provides temporary accommodation and services for homeless young men in Norwich and Norfolk.</p>

8.2 Housing and Support Agencies – continued

<p>St Martins Housing Trust</p> <p>35 Bishopgate Norwich, NR1 4AA Tel: 01603 667706 www.stmartinshousing.org.uk</p>	<p>St Martins Housing Trust provides support and advice for single homeless people in Norwich & Norfolk.</p>
<p>Shelter</p> <p>Nation-wide – Look in the phone book for your local Shelter branch Tel: 0808 800 4444 www.shelter.org.uk</p>	<p>Shelter is a nationwide housing and homelessness charity providing support, advice and advocacy to address homelessness and bad housing.</p>
<p>Stonham</p> <p>Norfolk office Stonham Home Stay Heath House 5 Woolgate Court St. Benedict's Street Norwich, NR2 4AP Tel: 0845 155 0390</p> <p>Cambridgeshire office Stonham Office Corner House 1 Elizabeth Way Cambridge, CB4 1DE Tel. 01223 460 061</p> <p>Suffolk office Stonham Office 28 Ipswich Street Bury St Edmunds, IP33 1SX Tel: 01284 756122 www.homegroup.org.uk/stonham</p>	<p>Providers of housing and support for vulnerable and socially excluded people.</p>

8.2 Housing and Support Agencies – continued

YMCA

Nation-wide – Look in the phone book for your local YMCA

www.ymca.org.uk

YMCA provides support to young people.



9 Location of Wherry's Homes

The table below shows the type and size (no. of bedrooms) of Wherry general needs homes by area (town, village or parish) and the approximate numbers of each type.

NORFOLK	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
Breckland												
Attleborough									1			
Bawdeswell									2			
Beeston									2	2		
Dereham				1					19	7		
Great Dunham										1		
Gressenhall										1		
Griston					1					1		
Hockering									2			
Kenninghall									3	2		
Lyng									6			
Mileham									4			
Saham Toney					1							
Shipdham										1		
Swaffham									16	8		
Thetford	6								5	1		
Watton		2								6		
Yaxham										1		

NORFOLK	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
Broadland												
Acle				21	18				11	40	1	
Alderford										1		
Attlebridge										9		
Aylsham	18	17		6	65	2			2	83	3	
Beighton					3				3	3		
Belaugh				2	3					1		
Blofield				20	40				5	26		
Brundall				18	36				10	24		
Buckenham										5		
Burgh					1							
Buxton				6	17				18	17	1	
Cantley				7	6				4	12	1	
Cawston	2	1		1	36				17	20		
Coltishall	3	2		7	18					27		
Croswick										4		
Dereham										2		
Drayton	2	2		7	11				8	18	1	
Dussindale Park										17	2	
Felthorpe					3				17	8		
Foulsham	1			9	18				4	27		
Freethorpe				7	11				8	10	1	
Frettenham	2	2								6		
Great Plumstead				13	7				1	20		

NORFOLK	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
Broadland												
Great Witchingham					11					7		
Guestwick										3		
Hainford				1	3					22		
Halvergate									3	19		
Hassingham									1	2		
Hellesdon	22			13	52				32	58	4	
Hemblington										7	1	
Hevingham				2	5				5	17	4	
Honingham					9				1	7		
Horsford	3	1		6	12			4	13	24		
Horsham St. Faith	22			7	20				6	39		
Horstead				7	37					15		
Lamas										2		
Lenwade										3		
Limpenhoe										3		
Lingwood				2	38			4	19	19	2	
Little Plumstead										9		
Little Witchingham										1		
Marsham	3	5		1	22			3		33		
Moulton St. Mary					4				1	1		
Newton St. Faith	1	1		8	13				7		1	
North Burlingham										4		
Old Catton	9							8	12	36	3	

	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
Broadland												
Panxworth										3		
Postwick									2	1		
Rackheath					5					9		
Ranworth				1						2		
Reedham				10	24	1		3	8	28		
Reepham	5	5		4	34				6	21	1	1
Ringland										3		
Salhouse				3	21				1	20		
South Burlingham										2		
South Walsham				8	14				3	15	3	
Spixworth				5	8							
Sprowston	69	20		31	107	3	1	4	63	147	13	
Stratton Strawless										5		
Strumpshaw				1	12				1	10		
Swannington	2	2			3					10		
Taverham	19			3	13			11	71	30		
Thorpe Marriott									13			
Thorpe St. Andrew	82	27		17	54			2	116	130	2	
Tunstall										2		
Tuttington										4		
Upton				5					5	20		
Western Longville									3	4		
Whitwell										2		

	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
Broadland												
Wickhampton									1	3		
Wood Dalling										8		
Wroxham	3	2		2	15					19		
Great Yarmouth												
Gorleston				6	5							
Great Yarmouth							1		29	31	4	
Kings Lynn & WN												
Castle Acre									2	6		
Downham Market						1			17	2		
Heacham									1			
Kings Lynn	43	36				1			49	35	5	
Methwold									6	1		
Outwell											1	
Snettisham									1			
Terrington St. Clement	8				4	1			49	10	1	
Upwell										11		
Watlington								1				
West Winch	1								11	4		

	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
North Norfolk												
Briston									1			
Cromer	7	8	3							2		
Fakenham	4	4							10	4		1
Great Ryburgh		2							5	2		
Gresham		2			2				2			
North Walsham									13	20		
Roughton		2			1	2					1	
Sheringham	4				6				8	10		
Stalham	2	6										
Warham		2							3			
Norwich												
Norwich	59	53	3						20	17		
South Norfolk												
Diss									6	2		
Hethersett									1	3		
Loddon											1	
Newton Flotman									23	6		
Poringland	14	7			18				7			
Roydon								2	6	4		
Wymondham			2		25			13	15	24		



	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
Cambridge												
Cambridge	70		1						45	75	6	
East Cambridgeshire												
Burwell	10								2			
Ely	8								2	2		
Littleport	26	9	1		1				21	3	1	
Soham									3	3		
Sutton										1		
Fenland												
March									5	11	1	
Chatteris								1	3	6	1	
Manea									3			
Whittlesey								1	9			
Wisbech									22	1	1	
Huntingdonshire												
Eaton Ford										1		
Eaton Socon										3		
Eynesbury										2		
Farcet											2	
Huntingdon	12	11							2	1	1	
Sawtry								3	8			
St. Neots								5	5	3		
Warboys									6	2		

CAMBRIDGESHIRE	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
Peterborough												
Bretton										17	3	
Eye									34	12	5	
Hampton Hargate	21	24							6			
Hampton Vale	13				1				6	3	4	
Orton Brimbles										3		
Orton Goldhay	26	24	1						2	11	6	
Orton Longueville								2	10			
Orton Malborne										2		
Peterborough	5	1			1			7	38	30	5	
Ramsey Way	5							15	27	10	3	
Stanground										1		
Wharf Road									1			
South Cambridgeshire												
Abington								2	12			
Cambourne	10	6							14	21	3	
Cambridge	28				3				80	125	12	6
Comberton	4											
Coton								2	10	5	1	
Duxford										4		
Elsworth								1		4	1	
Gamlingay										1		
Girton								1	2	2	1	
Great Abington									2	4		



	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
South Cambridgeshire												
Great Cambourne	36								17	48	2	1
Hardwick									4			
Longstanton									1			
Sawston								2	11	3	2	
Stow Cum Quy	6								3	3		
SUFFOLK												
Forest Heath												
Brandon									1			
Mildenhall	11	11							1	7		
Newmarket								1				
Ipswich												
Ipswich	43	42	6						11	19	1	
Stoke	12	15							31	18	13	4
Mid Suffolk												
Eye									2			
Old Newton					4				2	2		
Palgrave								2	6	2		
Rickinghall					2			2	2	2		
St Edmundsbury												
Bury St Edmunds	8	1										

	Flats (no. of bedrooms)			Bungalows (no. of bedrooms)				Houses (no. of bedrooms)				
	1	2	3	1	2	3	4	1	2	3	4	5+
Suffolk Coastal												
Felixstowe									1			
Kesgrave	4								4	4		
LINCOLNSHIRE												
South Kesteven												
Bourne	1	1								2	4	





10 Moving Home Checklist

You can use this list to help ensure you don't forget to inform organisations that will need to know you are moving:

Utility companies (i.e. gas, electricity & water suppliers)	
Your council to cancel/amend Housing & Council Tax benefit and to end your council tax liability	
The Benefits Agency	
Royal Mail to have your post redirected	
Your bank/building society	
DVLA (Driver and Vehicle Licensing Authority)	
Telephone provider (BT, Virgin etc.)	
TV/appliance rental company	
Satellite/cable supplier	
Doctor/dentist/optician/vet	
Your insurers (home contents and car)	
Library/gym or anything else you are a member of	



And this is a list of important things to remember to do at the end of your Wherry tenancy:

Pay any monies due to Wherry Housing Association	
Clear the property of all furnishings, possessions and rubbish	
Leave the property in a clean condition	
Leave any garden tidy inc. hedges and shrubs and clear of any possessions and rubbish	
Ensure the property is left secure and all windows closed and doors locked	
Take your final meter readings on the day you leave	
Advise Wherry of your gas and electricity suppliers	
Return any meter keys or cards to Wherry	
Return all keys to the property including any access fobs to Wherry	

Council areas with Wherry Housing Association Homes



- NORFOLK**
 Breckland
 Broadland
 Great Yarmouth
 Kings Lynn & West Norfolk
 North Borfolk
 Norwich
 South Norfolk

- CAMBRIDGESHIRE**
 Cambridge
 East Cambridgeshire
 Fenland
 Huntingdonshire
 Peterborough
 South Cambridgeshire

- SUFFOLK**
 Forest Heath
 Ipswich
 Mid Suffolk
 St. Edmundsbury
 Suffolk Coastal

- LINCOLNSHIRE**
 South Kesteven

Enhancing Life Chances

If you would like any of this information in large print, Braille, on a CD or audio tape, or in a different language, please call the number below.

Albanian

Ky dokument ju jep informacione në lidhje me ndërrimin e shtëpisë dhe se çfarë shtëpish kemi ne. Nëse ju duhet ndonjë pjesë e këtij informacioni në germa të mëdha, në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin më poshtë.

Kurdish

Ev belge di derbarê çûyina malê da û malên ku li berdesta me heye, agahiyan dide. Heke hewceya we ji bo vê belgeyê bi herf û tîpên mezin, bi alefbaye koran, li ser CDyê, li ser kasêtê an jî bi zamanê we bi xwe hebin; ji kerema xwe digel jimara jêr va têkilî û munasebetê bi me ra daynin.

Arabic

تمدك هذه الوثيقة بالمعلومات اللازمة عن تغيير محل الإقامة وعن المنازل المتوفرة لدينا. إذا كنت ترغب في الحصول على أي جزئي من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على إسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الإتصال بنا على الرقم الموضح أدناه.

Lithuanian

Šiame dokumente pateikta informacija apie persikėlimą ir kokius namus turime. Jei pageidaujate bet kurią šios informacijos dalį gauti padidintu šriftu, Brailio raštu, kompaktiniame diske, garsiniu įrašu kasetėje, ar išverstą į Jūsų kalbą, susisiekite su mumis žemiau nurodytu telefono numeriu

Bengali

এই দস্তাবেজটি গৃহ প্রবেশ এবং আমাদের কি ধরনের গৃহ আছে সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ, এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Polish

Niniejszy dokument zawiera informacje na temat zmiany miejsca zamieszkania oraz nieruchomości, jakimi dysponujemy. Jeżeli potrzebujesz, aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod podanym niżej numerem.

Chinese

此文件含有關於搬家和我們提供的各種房屋的信息。若您想將此文件打印為大型字體、製作成點字物、燒錄為光碟、錄製成錄音帶或翻譯為您的母語，請撥打以下電話號碼與我們聯繫。

Portuguese

Este documento proporciona-lhe informações sobre regresso ao lar e as habitações de que dispomos. Se necessitar de parte desta informação com caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

French

Ce document contient des informations sur le déménagement et sur les logements disponibles. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, sur cassette audio ou expliquée dans votre langue, veuillez nous contacter au numéro ci-dessous.

Russian

В данном документе предоставлена информация о том как можно сменить жильё, а также о том какое жильё есть у нас. Если эта информация вам нужна напечатанная крупным шрифтом, шрифтом Брайля, на компакт диске, на аудио кассете или на вашем родном языке, пожалуйста свяжитесь с нами по номеру, указанному ниже.

0800 694 0165