

6.1 Leaving your home

- ▶ If you want to leave you must give United Welsh or your support provider notice in writing. This is always four weeks for general tenants but may be a shorter period for Supported Housing tenants. Check your tenancy or licence agreement for the exact notice you must give.
- ▶ If when you leave, you owe rent, we will usually go to Court to get the money that you owe us. If we get a Court Judgement against you, this can stop you being able to get credit, for example loans or hire purchase.
- ▶ You must return your keys either to us or your support provider by midday on the Monday when you leave. If you don't then we will charge you for changing the locks.
- ▶ You should leave your room or flat clean and empty. We will have to get rid of anything you leave behind. If we have to clean it or remove anything you left behind we may charge you for this.
- ▶ If you pay fuel or water bills yourself, you must remember to tell fuel and water companies that you are leaving. Your support provider can help you with this.

6.2 Mobility schemes

There are a number of schemes operating that are designed to help tenants move to another part of the country or to find more suitable accommodation. Further details on these schemes and guidance on eligibility can be obtained from a Customer Service Advisor.

6.3 Mutual exchanges

Most tenants have the right to exchange their properties; this means that you can swap your home with another tenant of the Association, a tenant of a local authority or a tenant of another housing association. If you wish to exchange you must have the written permission of both United Welsh and the other tenant's landlord.

We keep our own exchange list and all tenants are welcome to apply to register on this. It is your responsibility, however, to find someone to exchange with, although we will put you in touch with other tenants on the list. Application forms can be obtained from a Customer Services Advisor on our Freephone number 0800 2940195.

You may also be able to register on other exchange lists held by local authorities and other housing associations. You should contact them to enquire about this.

A mutual exchange means that when you move you are taking the other person's tenancy and they will be taking yours. This is particularly important if the person with whom you wish to exchange has a different type of tenancy from you. For instance, if you are now a secure tenant and you exchange with an assured tenant, you take over the assured tenancy, which will mean some changes to your rights as a tenant.

Conditions for Exchange

The Association will only approve an exchange if the following conditions are met:

- ▶ All the appropriate forms are complete and both landlords give consent.
- ▶ Your rent account and that of the tenant you wish to exchange with are clear.
- ▶ You have no other outstanding debts to United Welsh.
- ▶ There are no possession proceedings against you or the tenant you wish to exchange with.
- ▶ The property is in good repair and decoration.
- ▶ The tenant you wish to exchange with will not be under-occupying our property (we will allow one spare bedroom).
- ▶ The tenants you wish to exchange with will not be overcrowding our property.
- ▶ There is no conflict with the charitable aims of United Welsh.
- ▶ If your home has been specially adapted for use by a disabled or elderly person, the tenants you wish to exchange with must need these facilities.

6.4 Transfers

As a tenant of United Welsh you are entitled to apply for a transfer. Your rent account must be clear before registering on the transfer list and you should not owe any other monies to United Welsh. We will visit to check that your current home is in good repair and decoration.

Our ability to help will depend on the availability of suitable

accommodation of the size and in the area you want. All vacant properties are advertised in our fortnightly Select-a-Home leaflet.

If you wish to apply for a transfer you should contact us and ask for an application form. Your Housing Officer can advise you about the availability of homes in particular areas.

6.5 Right to Buy

As an Industrial and Provident Society with charitable rules, the Association is not able to offer the Right to Buy. You cannot, therefore, buy your home from us.

The only exceptions to this are some tenants whose homes were previously owned by Spiral Housing Association. These tenants should contact their Housing Officer for further information on Right to Buy.

6.6 Right to Acquire

The Right to Acquire came into effect on 1st April 1997 and gives some tenants the right to purchase the property they live in at a discount. This scheme is available to all tenants who do not have a Right to Buy.

To be eligible, applicants must:

- have been a housing association or public sector tenant for at least two years.

The applicant's property must:

- have been built or re-improved since 1 April 1997 with Social Housing Grant or Grant Aided Repairs monies from Tai Cymru/ the National Assembly for Wales;
- be self-contained.

Financial assistance to eligible tenants comprises:

- a discount of 25% of the open market value of the property, up to a maximum of £16,000;
- this discount will be recovered by the Association if the tenant sells the property within three years of purchase.

If the property is a flat or maisonette:

- a service charge will be paid by leaseholders to cover the cost of maintenance, communal lighting, gardening, cleaning, and so on.

Tenants can apply for the scheme by contacting us on our Freephone number 0800 2940195. We will send you an information pack and application form.