

Moving home



Catalyst
Housing

**A guide for Catalyst tenants
wanting to move home**

Moving home



There comes a time when your circumstances change and your current home is no longer suitable for you. Your children may have moved out or you may have another one on the way. You may have got a new job that is too far from your current home. Or you may want to move closer to your family or friends.

At Catalyst we encourage residents to live in homes that are right for them. So if you want to move home, here are the options available to you.

What do I do first?

We work with many choice based letting schemes in London and the south east. These give you more control and choice over where you live. Available properties are widely advertised and you can apply or bid for a home that suits your needs.

Please contact your neighbourhood manager for more details by calling:

- **0300 456 2099** if you live in London
- **0300 456 2090** if you live in the south east

Your spare room for £1,000?

If you move to a smaller home, we'll give you up to £1,000 for every bedroom you give up. Please note that if you have rent arrears, this money will be used to clear your arrears.

Once you decide to move home, we'll also give you up to £500 to help pay for removal costs.



Pay up or stay put

You won't be able to transfer to another home if you have rent arrears except in very special cases. If you fall into arrears while on the transfer list your application will also be stopped.

If you're having problems paying your rent, please speak to your neighbourhood manager or contact our income team. We'll work with you to help you manage your money and come up with a repayment plan.

Moving around London

In the first instance please contact your neighbourhood manager and they'll help you fill in a transfer form.

If you have a medical condition, you'll need to fill in a medical priority form.

When your application has been processed your name will be put on the transfer list and you can start bidding for homes. You'll also be given a priority 'band', between A–D.

People in band A are given the highest priority for housing whereas people in band D are given the lowest. If two people in the same band bid for a home, the one who's been in that band longest will be given priority.

Bidding for homes

If you live in the boroughs of Barnet, Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington & Chelsea, Spelthorne or Westminster you can bid for homes using the Locata website. This website includes all our available homes in these boroughs.

To place a bid on Locata:

- Visit www.locata.org.uk
- Call **0906 294 2012**
- Text **07781**

Residents living in the boroughs of Kensington & Chelsea or Westminster can also bid for homes using the Home Connections Service. This is a choice based lettings scheme similar to Locata. For more details please contact your council.

If you live in Barnet or Spelthorne you can also apply to your council directly for details of the homes available.



Moving around the south east

We work with many councils outside London so there are many options to move home for our south east residents. Here are just some of them.

Oxfordshire Homechoice

If you live in Oxford city, south Oxfordshire, Cherwell or Vale of White Horse you can use Oxfordfordshire Homechoice to look for a home. The register includes all council and housing association properties available to rent.

Once your application has been processed you'll be given a priority "band". There are five bands and you'll be given a band according to your housing need.

To find out more go to www.oxfordshirehomechoice.org.uk

Bucks Home Choice

If you live in Aylesbury Vale, Chiltern, south Bucks, or Wycombe you can search for homes using the Bucks Home Choice website.

Once you apply you'll be given one of four priority "bands". You'll also be told how to bid for homes and the type of homes you're eligible for.

For more details go to www.buckshomechoice.gov.uk

Other schemes

Councils offer various choice based letting schemes for residents living in their borough.

If you live in Luton you can ask your council about the Bedfordshire Homefinder scheme. If you live in Berkshire your council will be able to tell you about the schemes they run in their area.

We work with many schemes throughout the south east to help you find a home. To find out about the scheme available in your area, please speak to your neighbourhood manager on **0300 456 2090**.



Moving out

If you're offered a home by another housing association or the local council, they'll ask us to provide a reference about you.

Before we do this, we'll visit your home and make sure:

- Your rent account isn't in arrears or we haven't served you with a notice to possess your home
- No one in your household has been causing anti-social behaviour
- Your home is in good condition. If you've intentionally damaged something, you'll have to pay to get it fixed before you move out

If we don't give you a reference you won't be able to move into a council or housing association home.

For more details on what you need to do before you move out, visit our website at www.chg.org.uk

Thought about swapping?

Since there is a shortage of vacant homes, you may move more quickly by swapping.

HomeSwapper, a national mutual exchange matching scheme, may be just right for you.

Its website includes details of council and housing association tenants looking for a move. So you can search for potential exchange partners. Both parties just need to agree and get both their landlord's permission.

If you don't have access to the internet just go to your local office. In our receptions we have paper copies of lists of people wanting to exchange home.

For more details visit www.homeswapper.co.uk



If you need any of this information in large print, Braille, on audio-tape or explained in your own language, please contact us on the number below.

Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على اسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Hindi

अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

Portuguese

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Polish

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 numerem podanym niżej.

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਆੱਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Urdu

ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

0300 456 2099

**Better Homes.
Better Service.
Better Future.**



CHL004-22 Moving in 05/13

Catalyst is one of the leading housing associations in London and the South East. We aim to be a catalyst for change and improvement wherever we work.



Catalyst Housing Ltd

Ealing Gateway
26–30 Uxbridge Road
London W5 2AU

Call: **0300 456 2099**
(London customers)

Call: **0300 456 2090**
(South east customers)

Visit: www.chg.org.uk

Follow on twitter: [@Catalyst4You](https://twitter.com/Catalyst4You)

Like on facebook: [Catalyst Housing Ltd](https://www.facebook.com/CatalystHousingLtd)



**Catalyst
Housing**

A charitable housing association, IPS no.16561R