

A guide to moving home



Introduction

Moving home can be an exhausting and stressful experience. The community services department has produced this booklet to help you. We hope you find the following information useful.

If you have any suggestions or ideas on how this booklet could be more useful please contact us at housing support services:

77 Glenthorne Road
W6 0LJ.

Tel: 020 8753 4189.

We would like to thank the Better Government for Older People reading group for their time, help and suggestions on this booklet.

Planning your move - things to consider

The earlier you start planning your move the easier it will be. You may not have a moving date, but you can still start to think about the tasks involved in order that everything goes as smoothly as possible.

Why not start making a list of the things you need to do?

Giving notice

If you are a private tenant or a housing association tenant, you will need to give notice to your landlord. To avoid having to pay two lots of rent you need to do this as soon as possible.

Moving into a council tenancy?

It is a condition of your tenancy that you must live in the property. If you do not, you may lose your security of tenure, which would mean losing your rights as a secure tenant.

If you have signed a tenancy agreement, it is a legal contract. It makes clear H&F Homes' responsibilities to you and your obligations to H&F Homes and your neighbours.

To find out all about the following:

- Assignment
- Ending the tenancy
- Joint tenancies
- Succession
- Your rights as a secure tenant
- Your duties as a secure tenant as well as rights

view the tenants handbook on www.hfhomes.org.uk

Who else needs to know that I am moving?

You will need to organise to have your utilities (such as gas, electricity and telephone) closed from your old home and new accounts set up at your new home. You will need to write down the meter readings for your final bill.

If you receive any benefits and/or state pension you will need to advise the Benefits Agency.

If you are currently receiving any support services, such as a home help, meals on wheels or disabled adaptations, you will need to advise social services as soon as possible so that these can continue at your new home.

If you are a leaseholder you will need to contact the service charges section on 020 8753 1740 and legal services on 020 8753 2723.

You will need to inform your GP, milkman, postal service, and the Television Licensing Authority. If you have a parking permit, you need to contact the parking control department of the council on 020 7371 5678.

How the internet can help

If you have access to a computer you can tell all council services, utilities such as gas and phone and other organisations about your move, all in one go, visit: www.iammoving.com

Disconnection and reconnection of utilities

You will need to organise the disconnection and reconnection of your gas and electricity supplies and also your telephone.

Gas cookers need to be disconnected and reconnected by a Corgi registered plumber, electric cookers by a qualified electrician and washing machines also by a plumber.

You will find listings of plumbers and electricians in the telephone directory and local newspapers. We recommend getting several quotes.

You may be asked to provide a current meter reading in order that your utility supplier can issue you with a final bill.

EDF Energy

Tel: 0800 096 9000

British Gas

Tel: 0845 760 0200

British Telecom

Tel: 0800 800 150

Who can help me?

Try not to take on everything yourself. Think about who could help you move - family, friends, your key worker/social worker - and get their help.

What do I want to take with me to my new home?

You need to decide what you want to take with you and dispose of things you no longer need, by giving them away to friends, donating them to charity shops or recycling them.

Take a tape measure with you to your new home and measure up to see if your existing carpets, curtains and larger pieces of furniture will fit and be useful.

Any unwanted furniture which is still in reasonable condition could be donated to the borough's charity furniture store "Furnish", who will find it a household in need. You can contact Furnish on 020 8969 3332.

Alternatively, the council will collect unwanted large household items from your doorstep. You can request this service by contacting the smarter borough hotline on 020 8753 1100. There is a charge for this service.

Local charity shops such as Sue Ryder and Age Concern may also accept your unwanted items.

Who will pack and unpack for me?

You will have to start thinking about how many of your things will need to be packed up, and unpacked at the other end, how long this will take and whether you are able to manage on your own or will need help.

Most removal companies provide a packing and unpacking service at an extra charge and you need to advise them in advance if you require this.

Removal companies

If you are unable to get help from friends or family to move your furniture, you can hire a removals company. It is always a good idea to get quotes from several reputable firms and then decide which gives the best value for money.

When contacting firms you should be as precise as possible about how many items need to be moved, whether you require a packing and unpacking service and whether you require packing cases. This ensures that the quote will be as accurate as possible.

The removal company should provide you with a contract which explains the agreement between you, and include details of insurance cover should any

items be lost or damaged during the move.

Below are the details of local removal firms who should be able to give you a quote. This is not a comprehensive list, nor a recommendation of any of the firms.



Removals service (council's removal division)

Offering a removals, packing and storage service to save you time and guarantee peace of mind.

Tel: 020 8753 2267 and

Tel: 020 8563 1695

Email: removals@lbhf.gov.uk

E Nash

4 Royal Parade

Dawes Road

Fulham SW6 7RE

Tel: 020 7385 3906

Pickfords Removals

37c Munster Road

London SW6

Tel: 020 7736 2381

or 020 8756 4000

How to apply for a parking bay suspension



If you are moving home and need access to a specific set of parking bays where you live or to where you are moving to in Hammersmith & Fulham you can apply for a parking bay suspension.

In order to provide reasonable notice to other road users, the council needs to place signs around the parking bays that are going to be suspended. To allow the council to do this, notice periods for suspension requests range from 8 days to 4 weeks and need to be in writing.

For more information about costs and how to apply telephone 020 7371 5678

How much will my move cost?

As well as the obvious costs of moving home, e.g. removals, there are also other costs which you may not have considered, for example:

- you may require new or additional floor coverings and curtains
- you may need to pay someone to disconnect and reconnect your appliances, such as the gas cooker or washing machine
- you may need additional items of furniture for your new home, particularly if you have been renting your present accommodation from a private landlord.

You may be eligible for some financial assistance from the Benefits Agency or a local or national charity. Listings of these are available at your nearest library.

If you need financial help, apply as soon as you know you are moving.

Financial assistance

If you receive Income Support or Pension Credit you may apply to the Benefits Agency for either a Community Care Grant or a Social Fund Loan to help with some of the costs of your move. Clearly it is better to receive a grant, as there are no repayments to be made. However, should you not receive a grant, you can then apply for a loan.

For information, advice and an application form for income support, incapacity benefit, pensions, a grant or loan, contact the Department for Works & Pensions on 0845 377 6001.

Claiming housing benefit

If you are already receiving housing benefit, you will need to make a fresh claim for your new address by completing a new claim form.

If you are not currently receiving housing benefit you should still apply, especially if your new rent is higher than your present rent.

You will find a housing benefit claim form online or at your area housing office with the address of where to return it to.

For tenants of the council

If you are moving out of a council home, you can contact your area housing office at one of the telephone numbers below for advice. Area housing offices are managed by H&F Homes who are responsible for the day to day management of all council homes and for all tenants of the council.

H&F Homes customer services centre

0800 093 3132

Repairs

0800 1313 423

Who to inform

Here is a checklist of people you may need to inform:

- Bank, building society or post office
- Careline (community alarm service)
- Council tax office
- Department for Works & Pensions section: private /occupational pension offices
- Electoral services
- Electricity
- Gas
- GP and other health service providers (hospital, chiroprapist, optician, wheelchair etc)
- Homehelp/care worker
- Insurance company
- Key worker or social worker
- Landlord
- Meals on wheels

- Milk delivery service
- Newsagent
- Occupational therapy service
- Postal service
- Service charges section and legal services
- Telephone
- Television Licensing Authority
- The Benefits Agency
- Water
- Friends and family

A checklist for the day of your move

- Make sure your boxes and packing cases are clearly labelled with certain items for immediate unpacking, e.g. food, the kettle, bedding that you will need on your first day
- Have cleaning products to hand for when you first arrive at your new home
- Have payment ready for the plumber, electrician, removals company etc. who may require paying on the day you move
- Take meter readings
- Make sure all your belongings have been removed from your property
- Hand luggage: have medication, mobile phone, money, keys, light bulbs, toilet tissue etc. at hand for when you arrive at your new home
- Benefit books/bills should be unpacked soon after moving in
- Numbers of local taxi companies
- Food and drink for the day of your move
- Collect any spare sets of keys that you have given to friends/family. Secure the property you are leaving and return the keys to the landlord/estate agent etc.

Essential telephone numbers for day of the move

New landlord:

Old landlord:

Removals company:

Carpet fitters:

Plumber:

Electrician:

Social services:

Support worker:

Utilities

- Gas:

- Telephone:

- Electricity:

- Water board:

Local takeaway:

Local taxi firm:

Useful telephone numbers



Hammersmith central

020 8753 4413

Hammersmith north

020 8753 4400

Fulham north

020 7385 3355

Fulham south

020 7386 6000

Hospitals

Charing Cross Hospital

020 3311 1234

Chelsea & Westminster
Hospital

020 8746 8000

Hammersmith Hospital

020 3313 1000

Housing benefits

020 8753 1396

H&F advice - options for housing and care

0845 313 3935

Email: h&fadvice.housing@lbhf.gov.uk

Careline (community alarm service)

020 7386 8763

Council tax

0845 803 1020

Domestic & trade refuse

020 8753 1100

Electoral services helpline

020 8753 4466

Legal services

020 8753 2723

Out of hours emergency service

020 8748 8588

Parking permits

020 7371 5678

Post Office helpline

0845 722 3344

Private housing services

020 8753 1221

Royal Mail customer services

0845 774 0740

Service charges section

0800 840 4501

Thames Water

0845 920 0800

TV Licensing Authority

0300 555 0281

If you would like any part of this document interpreted into your own language, please phone 020 8753 4189

Albanian

Nëse e dëshironi 'cilehdo pjese 'te '' ketij dokumenti te perkthyer ne gjuhën tuaj, ju lutemi telefononi ne numrin 020 8753 4189

Amharic

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Arabic

إذا كنت ترغب بالحصول على أي جزء من محتويات هذه الوثيقة بلغتك الأم، يرجى الاتصال برقم الهاتف 020 8753 4189

Bengali

আপনি যদি আপনার নিজের ভাষাতে এই ডকুমেন্টের কোন অংশের অনুবাদ চান তাহলে দয়া করে 020 8753 4189 নম্বরে ফোন করুন।

Croatian

Ukoliko želite prijevod bilo kojeg dijela ovog dokumenta na jezik kojim Vi govorite, molimo nazovite telefonski broj 020 8753 4189

Farsi

لطفاً اگر مایل هستید هر بخشی از این نوشتار به زبان شما ترجمه گردد، با شماره تلفن 020 8753 4189 تماس حاصل فرمایید.

French

Si vous souhaitez quelconque partie de ce document dans votre propre langue, appelez le 020 8753 4189

Polish

Jeśli życzą sobie Państwo, aby dowolna część tego dokumentu została przetłumaczona na Państwa język ojczysty, proszę zadzwonić pod numer 020 8753 4189

Portuguese

Se gostaria de ter qualquer parte deste documento traduzida no seu idioma, por favor telefone para 020 8753 4189

Serbian

Ако желите да било који део овог документа буде преведен на ваш материјни језик, молимо вас да назовете овај број телефона 020 8753 4189

Somali

Haddii aad jeclaan lahayd in qayb walba oo kamid ah dukumintigan lagu turjumay luqaddaada, fadlan soo wac telefoonka 020 8753 4189

Spanish

Si desea que le interpreten alguna parte de este documento en su idioma, por favor llame al 020 8753 4189

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ اپنی زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی پر فون کریں۔ 020 8753 4189

Please call 020 8753 4189 if you would like this document produced in large print or braille.

www.lbhf.gov.uk

Published by Hammersmith & Fulham Council
August 2010.

Printed by Hammerprint. Tel 020 8753 2239.
File: Lf.CS moving home guide