



# Guide to the moving process

We know that a number of you have been keen to know more about the moving process for the proposed regeneration of the Sutton Estate. Below is some information which we hope you will find useful and will answer your queries.

In order to allow you to start planning your move, we will be giving plenty of notice in advance.

[The new tenancy agreement we refer to below is for the property. You will be keeping your same security of tenure.]

If you are in the moving process when you sign your new tenancy agreement we'll make you a home loss payment of up to £6,100 by cheque. This amount is set by the Government annually and is paid by Clarion Housing in recognition of you having to move to another property.

We'll deduct any arrears, court costs and other charges owed from this payment. As this is a statutory scheme, we are unable to make this payment in advance of a new tenancy commencing.

You will also be entitled to a disturbance allowance. This allowance is to help with the expense of moving. You can claim for:

- Removal expenses (we have an arrangement with a removal company which is simple to use)
- Packing and unpacking (only for residents over 65, registered disabled or in receipt of DLA)
- De-connection/re-connection of appliances
- De-connection/re-connection of phone and cable TV
- De-connection/re-connection of cooker
- Mail redirection for up to six months
- Floor covering replacement (limits are set depending on size of property)
- Window covering replacement (limits are set depending on size of property)
- Replacement of security locks and alarms
- Dismantling and re-fitting fitted furniture e.g. wardrobes

The disturbance allowance is assessed on a case by case basis and will be discussed with you before you move.

If you have any more queries please do not hesitate to contact Natalie or Alecia on 0300 100 0303.