

swan



Lettings and empty homes –

Making moving easier



Making moving easier

We are committed to providing a lettings service that is fair, efficient and easy for people to understand. We aim to let our homes quickly and to a standard our tenants are happy with.

Under the conditions of the local nomination agreement, all our new homes and 75% of our existing homes are let to people from local council housing registers.

The remaining 25% of our empty homes are let to people on our transfer list, which is organised on a banding system.

We have four bands, each with different priorities for rehousing.

- **Band one** is for people who need to move urgently or people who have at least two bedrooms they do not need and want to move to a one-bedroom property.

- **Band two** is for people who have a high level of housing need. For example, you will be put in this band if you have a medical condition which is made worse by the home you currently live in.
- **Band three** is for people who have a moderate level of housing need (most people are in this band). For example, you will be put in this band if you have more than two children sharing a bedroom in your home.
- **Band four** is for people with a low level of, or no, housing need. For example, you will be put in this band if your home currently meets your needs, but you would like to move to a different area.

We then prioritise each band by the length of time each person has been waiting for a home. The more flexible you are about the type of home and area you are willing to move to, the quicker you will be offered a transfer.

We have more information about:

- the transfer list;
- how our transfer lists are prioritised;
- how we prioritise people with a medical condition;
- moving to a smaller home;
- mutual exchanges;
- starter tenancies;
- moving into one of our properties;
- ending your tenancy with us; and
- your housing options.



We are a member of Home Swapper, a national mutual exchange scheme for social housing tenants (those living in local authority and housing association properties). Visit www.homeswapper.co.uk

Our lettings and empty-homes standards

When you register on the transfer list, we will:

- give you clear information about your transfer application within five days of receiving it; and
- give you advice about your housing options and moving opportunities (such as renting, mutual exchanges and so on) when you ask us.

When you move into your new home, we will:

- make sure that all our properties meet our letting standard before we give you any keys;
- give you a financial contribution towards decorating when it is appropriate; and
- give you a welcome pack containing useful things for your new home.

Our service standards

We have agreed each of our service standards with a group of

residents. The service standards tell you what level of service you can expect from us. We will check regularly to see if we are meeting these service standards and let you know how we are doing.

If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Lettings and empty homes:

Text: **07950 961811**

(start your text with the word LETTINGS)

You can also contact us through our website at www.swan.org.uk or at:

Head Office

Swan Housing Association
Pilgrim House
High Street, Billericay
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association
Cygnet House South
10 Chrisp Street
London E14 6LL.

Available in other formats and languages

English

This information tells you about **lettings and empty homes**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

French

Ces informations traitent de **lettings and empty homes** (locations et logements vides). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

Polish

Niniejsze informacje dotyczą tematu **lettings and empty homes** („Nieruchomości do wynajęcia i pustostany”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **lettings and empty homes** (“Kiraynta iyo Guryaha Bannaanan”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

Bengali

এই তথ্যে আপনাকে **lettings and empty homes** (বাড়ি ভাড়া এবং খালি বাড়ি) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500** -এ যোগাযোগ করুন

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **lettings and empty homes** (ਘਰ ਕਿਰਾਏ ਤੇ ਦੇਣਾ ਅਤੇ ਖਾਲੀ ਘਰ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

Arabic

تشير هذه المعلومات إلى **lettings and empty homes** (الإيجارات والمنازل الخالية). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

Urdu

یہ معلومات آپ کو **lettings and empty homes** (کرایے پر دینا اور خالی گھر) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

