

Supporting you with your move



Everyone affected by the regeneration will be guaranteed one of the new homes we are building. However, the demolition and construction can only take place once the homes in the three towers have been vacated.

We understand that moving home is a major change and may feel unsettling. Please be reassured that we are here to support you at every step. We will help you find a home that is reasonably suitable for your housing needs and provide financial and practical support to help you move in and make it feel like home.

In addition to the support with your move, if you are eligible, you will also receive a home loss payment of £8,100 (less any deductions). Full details about eligibility and deductions are set out below.

You will not be asked to leave your current home until an alternative home has been found.

Once you have moved, you will be able to decide whether you want to:

- **stay in this home, or**
- **move back into one of the brand new homes that are guaranteed to you when they are ready.**

Either way, our regeneration team will talk with you about what you need from a home, including the type of property and location that works best for you. They will explain the process clearly and support you throughout.

How it will work

We will speak with you about your circumstances and match you with a home that is reasonably suitable for your housing needs. This includes considering:

- **Your household** – the number of people living with you, their ages, genders, and any specific needs.
- **Adaptations or special requirements needed to make the home suitable.**
- **Your preferred location.**



Homes will be offered based on people's needs as they become available. This is why it is important that the information we have about you and anyone living with you is accurate, and that you let us know if anything changes.

When a suitable home becomes available, we will arrange a viewing. If you choose to accept it, you can begin planning your move while we prepare the property.

Alongside homes we own, we will also work closely with Tameside Council and other housing providers to identify affordable homes that may be available sooner.

We meet weekly with Tameside Council to review available properties and residents who need re-housing. You will be given priority banding through this process.

It is difficult to give a fixed timescale for how long it may take to find a suitable property, as each home is assessed as it becomes available and everyone's needs are different. We understand this uncertainty can be difficult, and we will keep you informed throughout.

Looking for a home yourself

As well as us searching for a home on your behalf, you can also apply directly through the **Choice Based Lettings** (CBL) system used by local councils across Greater Manchester. Registering with CBL allows you to bid for suitable homes as they are advertised. Applying to more than one local authority can widen your options and may help you secure a home more quickly or move to a different area if that is your preference.

Our website includes links to all Choice Based Lettings providers in Greater Manchester. If you need help registering or have difficulty accessing the internet, our regeneration team will be happy to support you.

Home loss payment

If you have lived in your home for 12 months or more, you are legally entitled to a home loss payment, which is currently £8,100 and set by the government, subject to any deductions. This payment will be made directly to you when you move out and should clear in your bank account within seven days. Any monies owed to us at that time, including rent arrears, will be deducted before the payment is made.



Support with your move

Everyone, regardless of how long they have lived in their home, will receive support with moving costs, including:

- **Removal costs.**
- **Flooring in your new home.**
- **Curtains or blinds.**
- **Disconnecting and reconnecting appliances.**

Our aim is to make your move as straightforward as possible.

Removals

Once your move is agreed, we will arrange a removal company to move your belongings. Boxes and packing materials can be provided, and if you need help packing due to personal circumstances, this can also be arranged.

Irwell Valley Homes will pay the removal company directly, so you will not be out of pocket.

Flooring

After you accept your new home, we will arrange for a local flooring company to measure the property and offer a selection of carpets or vinyl. Flooring will be fitted before you move in and paid for directly by Irwell Valley Homes.



Blinds and curtains

You can take your existing curtains with you if you wish. If you need new window coverings, we can arrange for blinds or curtains to be measured, supplied and fitted in your new home at no cost to you.

Disconnections and reconnections

If appliances such as a cooker or washing machine need disconnecting and reconnecting, this will be arranged for moving day at no cost to you.

Phone and broadband

We can support you with arranging phone or broadband services, although these are utility services and must be set up in your name.

Mail redirection

We recommend redirecting your post for at least six months. This can be done through Royal Mail, and we can help you with this if needed.

To help cover smaller costs such as TV, cable or broadband reconnections, you will receive a £650 lump sum payment, paid directly into your account within two weeks of your move.

Skip days and charity collections

We know many people like to declutter before moving. We will provide skips for unwanted items and will let you know when they are available. We will also share details of charities that can collect good quality, pre loved furniture and household items.



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