



tworivers
HOUSING

Moving Out Reward Scheme





Moving on

If you are planning to leave your Two Rivers home, you may be eligible for a £75 reward when you end your tenancy.

Two Rivers Housing rewards tenants who leave their property in good condition when they vacate.

If you are eligible for this reward, it will only be paid after you have left the house and we have inspected it.

How do I know if I am eligible for a reward?

To qualify, you must comply with the following conditions before the Homes Inspector comes to look at your home.

You must:

- give a minimum of four weeks' notice.
- provide a forwarding address.
- tell the Neighbourhood Housing team you wish to be considered for the reward scheme.

What happens once I've given notice to leave?

Make sure you have contacted us regarding the scheme, then the Homes Inspector will contact you to make an appointment to visit your home.

When the Homes Inspector looks around your property, he/she will advise you about any work they feel you need to complete to qualify for the scheme.

Some of the things they will look for include:



- Is your home clear of everything, with no rubbish or bulky items left inside?
- Is the property in general good repair, with fixtures and fittings in working order?
- All your own fixtures and fittings (for example light switches, light fittings or extra plumbing) must have been removed and replaced with Two Rivers Housing-approved fittings.
- All floors are swept and clean. Carpets and carpet grippers should not be left, except at the discretion of the Inspector.
- The bath, toilet and sink in the bathroom are clean and washed out.
- The kitchen sink, worktops and cupboards are clean and washed out.
- All damage to be fixed, both inside and out.
- The garden must be cleared of any rubbish including bulky items. The grass must be cut, and bushes and shrubs trimmed.
- No items from the property to be fly-tipped elsewhere.



How do I claim my reward?

It is essential you contact the Neighbourhood Housing team to tell them you wish to be considered for the scheme. The Homes Inspector will then re-visit your home once you have left and returned the keys to us.

If you are eligible for the payment, we will send a cheque to you at your new address. Payment is usually within four weeks.

If you owe Two Rivers Housing any money, either as rent arrears or rechargeable repairs, you can still apply for the reward providing the property is left in good order. The reward will be deducted from your existing arrears balance.

PLEASE NOTE

If any items are left in or at the property, or there is any damage to the property, then you will be charged.


CONTACT US

Telephone: 0800 316 0897

If you would like this leaflet in large print or audio CD, please call us.

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Registered Charity No: 1104723



August 2020