



Moving Home



A practical guide for secure council tenants moving as part of the Cambridge Road Estate (CRE) regeneration programme



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES



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1. Getting Started



Preparing for your move

We appreciate that for some people, the thought of moving home may be stressful or overwhelming.

Please be assured that you will be allocated a rehousing officer from the CRE team to guide you and your family through the whole process.

Many people accumulate lots of things in their homes over the years. If your home is very full of possessions and you don't know where to start, please speak to your rehousing officer in confidence. We can provide a packing service, organise extra help for you and arrange a clearout or deep clean of your home if this is needed first.



1. Getting Started

Handy hints

- Let your friends, family or other people supporting you know you are moving and take up offers of help
- Have a clearout — this is a good time to do this so you only take with you what you want and need
- Do this in stages — it can take a while to make decisions, particularly if you have a lot of things to sort through. Take a break if things get overwhelming or difficult.
- Think about your furniture and appliances and where they might go in your new home
- Start packing some non-essential items early if you can
- Make sure all your packed boxes are clearly labelled with contents and note (on boxes) which room they need to go in at your new home
- Write a list of contacts for change of address notifications. There is a template at the end of this leaflet to get you started, which includes contact details of some people and organisations who may send you letters
- Think about how you will care for pets, young children or vulnerable adults in your household on removal day.

We are here to help and will provide you with a direct number for your rehousing officer in the CRE regeneration team.

Your rehousing officer is your first point of contact for updates, questions or concerns. We are also happy to speak to friends, family or other people supporting you (with your consent), and we can arrange additional support if you need it.

For any tenancy issues not related to the regeneration, please contact your resident services officer in the Housing Service team.



2. The Removals Process



Organising removals

The Council has a contract with a removals company who will make an appointment to visit you at home to assess your moving requirements, provide packing materials and carry out your removals. This service includes a handyman who can dismantle and/or reassemble furniture and disconnect/reconnect your appliances.

At your appointment please remember to show any items you would like moved from outside spaces such as gardens, balconies or sheds.

Help with packing

We can also include a packing and unpacking service if you would like. The packing service is usually offered a day or two before your move.



2. The Removals Process



Please let us know if you have a large amount of possessions or if your home may require a clearout or some reorganising first so we can arrange this in advance.

Moving day

You'll be contacted the day before to confirm the time of your move (a morning or afternoon slot).

On your moving day, you will need to let the

operatives know where you would like your furniture and possessions to go in your new home. It will be a very busy day so it's best to label as much as possible in advance.

You should label all your boxes and state which rooms they should go in, this will make it easier to find things you need. Fragile items should be wrapped carefully before packing and the box clearly labelled as fragile.

It is advisable not to pack things like medicine, passports, valuables and important documents into boxes for the removal company to move for you. Instead, you should keep them separate in a bag that you can take with you and access easily. You may also wish to keep a few kitchen essentials with you such as a kettle, spoons and cups in case you need these before you've unpacked.

Remember to ensure there is someone to meet the removal company at your new home. You will not be able to travel in the removal van as



2. The Removals Process

they are not insured to take you, so you'll need to make your own way there. Please let your rehousing officer know if you have mobility issues and need assistance organising this.

Pets



You should transport your pets separately because they cannot go in the removal van. Fish tanks should be emptied and the fish transported separately.

You will be able to access your new home as soon as you have signed your tenancy. This may be a few days before your move so you can start to set up equipment such as tanks in advance.

Moving might be a confusing and stressful time for your pets too. If you can, it may be best to arrange for a friend or family member to look after your pet on the day of your move. If this is not possible and you think any special

arrangements may be required to care for your pets during this time, please speak to your rehousing officer as early as possible.

Damage claims

Whilst as much care is taken as possible not to damage possessions, occasionally accidents may happen.

Your removals operatives will complete an inventory of your possessions before and after the move, so this should be picked up immediately. Please check this carefully before you sign it. If you notice any accidental damage after this time, please contact the removals company directly within 7 days of your move so this can be investigated, and make your rehousing officer aware. Claims made after this time may not be considered.



2. The Removals Process

Can I arrange my own removals?

Most residents use our removals service, which we arrange and pay for directly. If you prefer, you can organise the removals yourself. If you choose to do this, you will need to pay for the removals and then submit a moving expenses claim to be reimbursed. (see relocation expenses in section 3).

All expense claims will need to be agreed in advance by your rehousing officer. If you choose this option, please provide us with 3 written quotes first or we cannot guarantee the full amount will be reimbursed.

Furniture disposal and recycling



You may wish to consider selling items you no longer want that are in good condition or have value. There are many online platforms to do this such as eBay,

Gumtree or Vinted, as well as local Facebook marketplaces.

If you're happy to donate items, think about using an online platform such as Freegle or help local families by donating to Kingston Community Furniture, who provide a collection service. Information is available at <https://www.staywellservices.org.uk/kcf> or call **020 8942 5500**.

For items that have no value, you can book a slot at the Villiers Road Recycling Centre at <https://www.kingston.gov.uk/recyclingcentre>.

If you need to leave any bulky furniture that you don't want in your home, please agree this with your rehousing officer in advance to avoid incurring any clearance charges. There is no need to clean your home before you leave, but do ensure that all rubbish and smaller possessions have been removed before you hand the keys back.



3. Moving Expenses



Claiming moving expenses

All secure council tenants who are required to move due to the regeneration are entitled to claim “disturbance” expenses. These are reasonable costs associated with your move. They might include:

- redirecting mail
- broadband or TV connections
- replacement of major appliances or large furniture which won't fit in your new home
- buying new window coverings if there are none in your new home and your existing ones will not fit
- other reasonable costs agreed in advance with your rehousing officer.



3. Moving Expenses

Helping with your moving expenses



All moving expenses you wish to claim need to be agreed in advance with your rehousing officer. Costs will be reimbursed once you have signed your new tenancy agreement and provided a receipt or invoice.

We will only reimburse actual costs you have incurred. If you leave items behind due to downsizing, which will not be replaced, you will not be able to claim for these. We will not be able to pay to replace items left behind which would have fitted in your new home or which were already broken or damaged.

Claims need to be made within 3 months of your move. We cannot guarantee to reimburse money that you have spent which has not been agreed in advance so make sure you talk to us first.

Payments are made directly to your bank account. This can take a few weeks to process. If you are in financial difficulty and require essential replacement items urgently, please speak in confidence to your rehousing officer.



3. Moving Expenses

Home loss payment

The “home loss” payment is a compensation payment made to eligible council tenants (resident for 12 months) when they are first required to move home due to regeneration. This is separate to your disturbance payment for moving expense claims. You may spend this money as you wish and no receipts are required to be sent to us.

One payment will be made to your household when you move from your original council home. The amount paid is set by the government and updated yearly. Your rehousing officer will be able to advise you of the current rate.

The Council reserves the right to deduct any money you may owe e.g. due to rent or council tax arrears, from this payment but you will be informed of this in writing, if applicable.

Your payment will be processed once you have returned keys, your original tenancy has ended and we have checked for any outstanding debts owed to the Council. Payments will usually be made directly to your bank account within 2 months of your moving date.





4. After Your Move



Settling in to your new home

There will be a lot to do and organise once you have moved into your new home, but remember this takes time and you don't have to do everything straightaway.

On the day of your move, remember to make a note or take a photo of your final meter readings for gas and electricity, as well as the

readings in your new home. You will need to set up new accounts with utility providers at your new home.

If you do not need to take your blinds and curtains with you, please leave them up and closed in your original home. When you are ready to leave your home, you should make



4. After Your Move

a final check that you have taken everything you need. Before handing in your keys, please double check that you have locked all the windows and doors.

You may wish to set up a mail redirection service for the first few months which will give you some time to notify changes of address to all the relevant services and people.

<https://www.royalmail.com/personal/receiving-mail/redirection>. You can claim the cost of this as a disturbance expense.

If you are claiming any welfare benefits, you will need to notify the DWP (Department for Work and Pensions) of your change of circumstances as soon as possible to avoid losing any income.

If you need help with completing any of these tasks or other support associated with settling in, please let your rehousing officer know and we can refer you to a member of our Resettlement or Financial Inclusion Teams for some ongoing support and advice.





4. After Your Move



Providing feedback

The CRE regen team is committed to supporting you throughout your rehousing journey and we will make every effort to meet your needs and preferences wherever we are able.

We welcome feedback, so please let us know if there is any way in which we can improve our service. We will send you a short survey by text after you have moved, but please also feel free to contact the team directly

If you are unhappy with any of the decisions that have been made by our team or the support that you received, please speak to your rehousing officer or another member of the team in the first instance, and we will work with you to resolve this.



If we are unable to resolve your complaint informally, you can make a formal appeal using the CRE rehousing appeals process. Further details can be found in the CRE rehousing policy on the dedicated CRE regeneration website at

https://www.cambridgeroadestate.com/assets/pdf/3042_CRE_Rehousing_Booklet_Access_DV3_FINAL.pdf

or requested from a member of the team.



5. Services, advice and support

Useful contacts and sources of support



Service/team	Telephone	E-mail / website
RBK CRE Regen team	0800 304 76 33	creregen@kingston.gov.uk www.cambridgeroadestate.com
ITHA Free and confidential independent tenant and homeowners advice service for CRE residents	Call 0800 304 76 33 for details	Information on this service can be found at www.cambridgeroadestate.com Or email creregen@kingston.gov.uk
RBK Housing Service team	020 8547 5003	housingofficers@kingston.gov.uk
Housing Repairs Online reporting	020 8547 5003	https://www.kingston.gov.uk/repairs
Kingston Citizens Advice Bureau	020 3166 0953	https://www.citizensadvicekingston.org.uk



5. Services, advice and support

Service/team	Telephone	E-mail / website
Achieving for Children (Kingston Council children's services)	020 8547 5000	https://kr.afcinfo.org.uk
Kingston Resettlement and Support Service	020 8547 5003	resettlement_rbk@kingston.gov.uk www.kingston.gov.uk
Financial Inclusion team Advice with money management	020 8547 5591	financialinclusion@kingston.gov.uk www.kingston.gov.uk
Domestic Violence hub service	020 8547 6046	kingstondvhub@refuge.org.uk
MIND Kingston Mental health support and information	020 8255 3939	https://www.mindinkingston.org.uk
Connected Kingston Information on local activities and services	020 8255 3335	info@connectedkingston.uk https://connectedkingston.uk



5. Services, advice and support

Independent advice

You can get independent advice if you would like to speak to someone outside of the Council or if you would like some support with decision making.

CRE residents being rehoused due to the redevelopment can access free, confidential and impartial advice from the Independent Tenant and Homeowners Advice service. (see contact details on page 15).





5. Services, advice and support

Moving home checklist



Below is a checklist designed to help you organise your move and keep track of your completed tasks. It covers the main things you

will need to organise. There is some blank space on the back page (page 20) for you to include other services you use.

Who to contact	Contact details/notes	Tick when done
Electricity supplier		
Gas supplier		
Water supplier		
Landline telephone provider		
Broadband provider		
Satellite TV provider		
Council Tax	020 8547 5007	
Housing Benefit	020 8547 5001	



5. Services, advice and support

Who to contact	Contact details/notes	Tick when done
DWP - You must inform them if your savings are likely to exceed £6,000 and you are in receipt of welfare benefits. https://www.gov.uk/browse/benefits/manage-your-benefit		
Bank/Building society		
Credit/store card company		
DVLA		
Work		
School/college		
Mobile phone provider		
Doctors/GP		
Dentist		
Hospital		
Mail redirection		



Other services you use

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Difficulty reading this leaflet?

If you would like this information in large print or the support of an interpreter to access it in another language, please contact the CRE regeneration team.

Our contact details

-  cambridgeroadestate.com
-  FREEPHONE 0800 304 7633
-  creregen@kingston.gov.uk



CRE WEBSITE