

Your Cambridge Road Estate

A Guide for Moving Home



This is an Easy Read guide for secure council tenants moving as part of the Cambridge Road Estate (CRE) regeneration programme



Involve



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1. Getting Started



- The thought of moving can be stressful.



- Please do not worry.
- You will be in touch with a rehousing officer from the CRE team who will help you through this process.



- If you have lots of things and don't know where to start with packing and moving, please contact your rehousing officer.



- We can provide a packing service, arrange additional help, and organise a deep clean of your home if needed.



1. Getting Started

Helpful ideas



- Let your friends, family, and others supporting you know that you are moving, and allow them to help.



- Have a clearout, this is a good time to do this so you only take with you what you want and need.



- Take a break if things get hard.



- Start packing things you don't need as soon as possible.



1. Getting Started

Helpful ideas



- Make sure all your packed boxes are labelled with what is inside and clearly marked with the room they should go to in your new home.



- Write a list of contacts for change of address.
- There is a list at the end of this leaflet to get started.
- This list has contact details of some people and organisations who may send you letters.



- Think about how you will care for pets, young children or adults in your house on moving day.



1. Getting Started



- Your rehousing officer is your main contact for updates, questions or issues.



- We are also happy to speak to friends, family or other people supporting you.
- We can plan more support if you need it.



- For any housing issues **not related to your move**, please contact your **housing officer** in the Housing Service team.



2. Moving your belongings



- The Council works with a removals company that will visit your home to help you with your belongings.
- They will provide packing boxes, packing paper and carry out your move.



- This service has a handyman who can take part and/or put together furniture.



- Please remember to show any items you would like moved from outside spaces such as gardens, balconies or sheds.



2. Moving your belongings

Moving day



- You will be contacted the day before to confirm the time of your move



- On your moving day you will need to let the people know where you would like your things to go in your new home.



- It will be a busy day so it's best to label things before you move.
- Label all your boxes with what's inside and the rooms they should go in. This will make it easier to find what you need.



- Things that may break should be wrapped carefully before packing.



- **Don't** pack things like medicine, passports, valuables and important papers into boxes for the removal company to move for you.
- Instead you should keep it in a bag that you can take with you.



- You may also keep a few kitchen things with you such as a kettle, spoons and cups in case you need these before you have unpacked.



- Remember to make sure there is someone to meet the removal company at your new home.
- You will not be able to travel in the removal van so you'll need to make your own way there.



- Please let your rehousing officer know if you have mobility issues and need help with this.



2. Moving your belongings

Pets



- Pets cannot go in the removal van.
- Fish tanks should be emptied and the fish transported in another way.



- You will be able to go to your new home after you have signed your tenancy.
- This may be a few days before you move so you can start to set up things such as fish tanks.



- Moving might be a hard time for your pets.
- If you can, it may be best to ask your friend or family member to look after your pet on the day you move.
- If this is not possible and you think any plans may be needed to care for your pets at this time, please speak to your rehousing officer.



2. Moving your belongings

Damage claims



- We try our best to make sure nothing is damaged during the move.
- However, sometimes accidents may happen.



- The removals team will make a list of all your things in your house before and after the move.
- Please check this list before you sign it.



- If you notice any damage **please contact the removals team within 7 days of your move.**
- Also let your rehousing officer know.
- Any claims made after these 7 days will not be looked at.



2. Moving your belongings

Can I arrange my own removals?



- Most residents use the removal service, which we arrange and pay for.



- If you prefer, you can organise the removal of your items yourself.



- If you choose to do this you will need to pay for the removals and then you can claim your money back.



- All claims will need to be agreed by your rehousing officer first.
- If you choose this option you will need to provide us with 3 written quotes first.



2. Moving your belongings

Furniture disposal and recycling

ebay

facebook

Vinted



Gumtree



- You may want to sell items you no longer need.
- Facebook Marketplace, eBay, Gumtree or Vinted may be good for this.

- Online websites such as Freegle are good for any online donations.
- Donations can also be made at Kingston Community Furniture, who also provide a collection service.
- For more information call:
020 8942 5500.

- For items that have no value to you, you can book a slot at the Villiers Road Recycling Centre at:

<https://www.kingston.gov.uk/recyclingcentre>.



- If there is any large furniture that you do not want and have to leave in your home, please let your rehousing officer know as soon as possible.
- This will mean you won't have to pay for them to be removed.



- There is no need to clean your home before you leave, but do make sure that all rubbish has been removed before you give the keys back.



3. Moving costs

Helping with your moving costs



- All council tenants who need to move due to the regeneration may be able to claim money back.
- This is also called “disturbance” expenses.



- You might be able to get money back for things such as:
 - Telling the post office to send mail to your new home
 - Moving your broadband
 - Buying new furniture if your furniture won't fit in your new home
 - Buying new curtains or blinds if the ones you have do not fit
 - Other costs you have talked about and agreed with your rehousing officer.



- All moving costs that you would like the money back for will need to be agreed by your rehousing officer.
- The money will come back to you once you have signed your tenancy agreement and given a receipt showing the moving costs.



- We will not pay to replace things you have left behind which could have been used in your new home.
- We will not pay to replace things that were already broken or damaged.



- Asking for money back needs to be done within 3 months of your move.
- So please make sure you speak to your rehousing officer first.



- Payments are made directly to your bank account.
- This may take a few weeks.
- If this might be a problem please speak to your rehousing officer.



3. Moving costs

Home loss payment



- The “home loss” payment is for residents who have had to move home due to the regeneration.
- You must have been a resident for 12 months.
- This money is different from the “disturbance payment” and can be spent on what you wish.
- You do not have to send your receipts.



- One payment will be made to your household when you move from your home.
- The amount paid is the same for everyone and is changed each year.
- Your rehousing officer will be able to let you know how much that will be.



- The Council has the right to take away any money you may owe e.g. due to rent or council tax, from this payment.
- You will be informed of this in writing, if needed.



- Your payment will be made after you return the keys and your original tenancy has ended.



- Payments will be made directly to your bank account within 2 months of your moving date.



4. After your move

Your new home



- There will be a lot to do after you have moved into your new home.
- 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 meter readings for gas and electricity.
- Do this in your new home too.



- You will need to set up new accounts for gas and electricity at your new home.
- Your support worker can help you with this if you need it.



- If you do not need to take your blinds and curtains with you, please leave them up and closed in your home.



- When you are ready to leave your home, you should make a check that you have taken everything you need.



- You may wish to tell the post office to send mail to your new home for the first few months.
- This will give you some time to sort out changes of address to services and people.
- <https://www.royalmail.com/personal/receiving-mail/redirection>



- If you are claiming any welfare benefits, you need to let the DWP (Department for Work and Pensions) know of your change of address and rent (if this has changed).
- Do this as soon as possible to avoid losing any money.



- If you need help with filling any of these tasks, please let your rehousing officer know.
- We can refer you to a member of our Resettlement or other teams for some support and advice.



4. After your move

Giving feedback



- The CRE team is here to support you throughout your move.



- We are happy for feedback, so please let us know if there is any other 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, please talk to your rehousing officer.



- If it isn't sorted out, you can make a formal appeal.
- Use the CRE rehousing appeals process. More information can be found here:
<https://www.cambridgeroadestate.com>



5. Services and support

Useful contacts

	Service/team	Telephone/ E-mail/ Website
	<p>RBK CRE Regeneration Team</p>	<p>0800 9521 900 creregen@kingston.gov.uk www.cambridgeroadestate.com</p>
	<p>ITHA Free tenant and homeowners advice service for CRE residents</p>	<p>Call 0800 9521 900 for details creregen@kingston.gov.uk</p>
	<p>RBK Housing service team</p>	<p>020 8547 5003 housingofficers@kingston.gov.uk</p>
	<p>Kingston Citizens Advice Bureau</p>	<p>020 3166 0953 https://www.citizensadvicekingston.gov.org.uk</p>
	<p>Achieving for Children (Kingston Council children's services)</p>	<p>020 8547 5000 https://kr.afcinfo.org.uk</p>



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
Support with mental health

020 8255 3939

<https://www.mindinkingston.org.uk>



Connected Kingston

020 8255 3335

<https://connectedkingston.uk>



5. Services 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 ideas.



- This advice is given by the ITHA service see contacts section on page 22.



5. Services and support

Moving home checklist		
Who to contact	Contact details	Tick when done
Electricity supplier		
Gas supplier		
Water supplier		
Landline telephone		
Broadband and wifi provider		
TV provider		
Council Tax		
Housing Benefit		
DWP (for welfare benefits)		
Bank/Building Society		
Credit/store card company		
DVLA for driving licence and car ownership		
Work		
School/college		
Mobile phone provider		
Doctors/GP		
Dentist		
Hospital		
Mail redirection		
Electoral roll for voting registration		



6. Helpful words to know



- **Regeneration** means old homes on the housing estate will be knocked down and new homes will be built for residents.



- **CRE team** are the Cambridge Road Estate regeneration team. They are the team in the council that are managing the regeneration.



- **Rehousing Officer** is a member of the team who will talk to you about your new home and help you with your move.



- **Disturbance payment** means the money you can get back from the Council for moving costs.



- **Home loss payment** means extra money that everyone will get to make up for having to move home.



- **ITHA** stands for Independent Tenant and Homeowner Advisors. This service can give you advice about your move if you want to speak to someone who does not work for the Council.