



# Finding a home that is right for you

Help and advice



watford  
community  
housing

**Is your property too big and no longer suited to your needs?**

**Are your living costs causing a strain?**

**It's time to find a home that is right for you – and we're here to help.**

# Finding a home that's right for you

We know that a good home gives people the chance to have a more fulfilling and enriching life. If you don't feel like your current home is a good fit, we'll do our best to help you find somewhere that is right for you - where you can feel happy, comfortable and secure.

If your circumstances change and you find yourself living in a property that costs too much or is too large for you to manage, then we will help you to find something more appropriate. As well as support, you may be eligible for a cash incentive if you are looking to move somewhere smaller.



# How does it work?

**To start the process of finding the perfect home, you must first register with your local authority.**

Once you are on the local authority's housing register, you can bid for advertised properties that you would be interested in. If you aren't sure about anything, we can work with you to help get you set up.

## **Another option is mutual exchange**

This is where you agree to exchange your property with someone who is also looking to move. With our agreement, you can arrange a mutual exchange with a household from anywhere across the country, so this is often the best option if you want to move to a different area.

You can register with a number of websites to look for possible mutual exchanges, including:

**Homeswapper -**  
[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

**Homefinder -**  
[homefinderuk.org](http://homefinderuk.org)

**House Exchange -**  
[www.houseexchange.org.uk](http://www.houseexchange.org.uk)



# Additional support

**If your home is bigger than you need, you could save money on your living costs by moving to a smaller home – and you may also qualify for a cash incentive of up to £2,200.**

If you are a Watford Community Housing customer who holds a secured or fixed term tenancy, and you would like to downscale your home, then you are eligible. For example, if you currently live in a three-bedroom property but would like to move to a two- or one-bedroom property you will qualify for this extra support.

## **Will Watford Community Housing help me with moving?**

In some circumstances, we can help you with tasks such as organising removals

and helping you choose carpets. Please get in touch with us to find out whether you are eligible for additional support.

## **Who can I speak to for advice?**

If you have any queries or concerns, such as whether you meet the criteria for the cash incentive, you can contact our dedicated Home Move Officer, your Neighbourhood Officer, or our Customer Service team, who will be happy to assist you.

We will work with you to secure a smooth process and we pride ourselves on offering practical support and advice, to ensure you get the most out of your home.

**To get the ball rolling, please call us on 0800 218 2247 or email [enquiries@wcht.org.uk](mailto:enquiries@wcht.org.uk).**

# Frequently asked questions

## My home is too big and I would like to move to a property that is more suitable for me. What do I do?

- Contact our Home Move Officer – call 0800 218 2247
- Register with your local council's housing register
- Register with Homeswapper, Home Finder or House Exchange

## I'm not confident with filling out forms – is there someone who can help me?

Our Home Move Officer will be happy to assist in filling out forms and can also support you with any paperwork you are unsure about.

## How will I know if I can afford a different property?

Don't worry – affordability checks will be carried out before an offer of accommodation is made to you. We will also help you make sure you are in receipt of all benefits that you are entitled to.

## Will I have a choice of where I want to move to?

Of course! Once you have registered with your local council, you can bid on properties that are available to you, including those that are managed by different landlords, so the choice is yours.

Equally, if you are planning to agree a mutual exchange then it's entirely up to you to decide if you want to agree to a swap. Your Home Move Officer can advise you about what you need to do.

## Will you give me time to move?

Once a property has been viewed and accepted, we will work closely with you to get you moved in as quickly as possible.

## I don't have access to a computer – can you bid for me?

Yes! You just need to give us your written permission, then our Home Move Officer can bid on your behalf.





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