



## Moving Home



**west  
north  
west**  
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski  
Português • Soomaali • ཁོ་ལྷན་ཁྱེད་ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

Kurdish / کوردی

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورە یاخود بە بریل (شینۆازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەری ناوچەکەتەوه (نییبەرهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆپرابی ئەو کارەت بۆ دەکەن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far Indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ነዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤት-ጽሕፈት ደውለሎም፣ ነዚ ብነጻ ክገብሩልኻ ኢዮም።

Urdu / اردو

اگر آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے نمبر بڈ ہاؤسنگ آفسر سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

# Service standards

## We will:

- register any new Leeds Housing Register application forms within 10 working days;
- visit you to assess your support needs, and offer advice, within 28 days of a referral being made;
- provide you with an accompanied viewing of your prospective new home;
- ensure your home meets our empty homes standard before you sign your new tenancy agreement;
- provide you with a tenant handbook and welcome pack when you sign up for your tenancy;
- carry out a new tenancy visit within 28 days of your tenancy commencing;
- invite our Tenant Inspectors to reality check a sample of our empty properties on a monthly basis;
- measure your satisfaction with the service you are receiving from the Empty Homes and Allocations Team.



# Moving home

We hope that your tenancy with West North West Homes is a long and happy one but we recognise that sometimes you may wish to move to another more suitable property. The reasons you may wish to move might be:

- to move to a larger property as your family grows;
- to move to a smaller property as your family decreases in size;
- your property no longer meets your health or mobility needs;
- you are experiencing harassment which cannot be quickly resolved. (Please note that, where possible, we will work with you to resolve any harassment issues you may be facing so that you can stay in your current property.)

West North West Homes aims to achieve a balance between meeting the needs, offering choices and equality of service provision to our customers; creating and maintaining sustainable communities; and fulfilling the legal requirements in relation to lettings for all new and existing customers.

If you do decide to apply for a move the answers to the following frequently asked questions may help you.

## How do I apply for a move to another property?

West North West Homes lets properties on behalf of Leeds City Council through a choice based lettings scheme known as Leeds Homes. To apply for a move, you must complete a Leeds Homes registration form. You can pick a form up at any of our local neighbourhood housing offices or download a form at [www.leeds.gov.uk](http://www.leeds.gov.uk). By completing the application form you will let us know what your current circumstances are and the reasons why you want to move. Once we receive your application we will check your suitability. For instance, if you have rent arrears or have caused a nuisance in your current property your application may be refused. When we have registered your application we will write to you and let you know your personal registration number.

## Where can I find out what properties are available?

All available properties in Leeds are advertised in the weekly Leeds Homes magazine. Copies are available from your local neighbourhood housing office and the Homelessness Advice and Prevention Centre, located at the One Stop Centre at Great George Street, Leeds. Also, properties are advertised in the free paper Yorkshire Ad Trader published every Wednesday and on the internet at [www.leedshomes.org.uk](http://www.leedshomes.org.uk).

# How do I express my interest in an appropriate property?

You will need your personal registration number to hand and can express your interest in up to three properties each week. You must do this by 5pm on the Tuesday following the previous Wednesday's publication of available properties. Please note that you should only express an interest in a property which is the size that you have been assessed for. You can express your interest by:

- completing the 'property interest form' which is on the front of the Leeds Homes magazine and posting it to the Leeds Homes Team, Leeds City Council, 5th Floor West, Merrion House, Merrion Centre, Leeds LS2 8BB or handing it in at your local neighbourhood housing office;
- telephoning the Leeds Homes team on 0113 222 4413;
- emailing [leeds.homes@leeds.gov.uk](mailto:leeds.homes@leeds.gov.uk);
- contacting us on our freephone 0800 915 1113;
- texting 60066 (see [www.wnwhl.org.uk](http://www.wnwhl.org.uk));
- using the Minicom service on 0845 127 1113.





## Can I apply for any property?

You can only apply for properties that are a suitable size for your housing needs. Some properties have local lettings policies applied to them such as: only suitable for the over 50s. If local lettings restrictions apply, this will be indicated in the property details in the Leeds Homes magazine.

## How long will I have to wait to be given a property?

Each applicant will wait a differing length of time according to how many properties they apply for, how long they have been listed on the housing register and what priority they have been awarded. In most cases, each property will be offered to the person who has been awarded the highest priority and has been waiting for the longest period.



## What happens next?

If your expression of interest has been successful, we will contact you with an offer of the property and make arrangements for you to view it. If you do not hear from us then assume you have been unsuccessful and try again the following week.

If you are a priority applicant, and have not been offered or have not accepted a property after 120 days, you will need to apply to us to have your priority status extended. You can do this by writing to us, visiting or phoning us. Our contact details are on the back page of this leaflet.

## What is a direct let?

Sometimes we let a property directly without advertising it in the Leeds Homes magazine. An example of when we would do this is when we need to move someone who lives in a clearance area.



## What is a mutual exchange and how can I apply for one?

A mutual exchange is different from a request for a move. As a secure tenant you have a right to swap or exchange your property within the Leeds area with another tenant of the local authority or registered social landlord. You can also carry out a mutual transfer with tenants who live in other parts of the country. However, you can only do a mutual exchange with the permission of both the landlords involved. We would expect you to have a clear rent account. Your property needs to be in a good condition and the property you wish to move to should be suitable for your housing needs.





To apply for a mutual exchange, use the on-line form in the 'Rent a Property From Us' section on our web site. You can also pick up a form at any of our local neighbourhood housing offices. Properties advertised for a mutual exchange can be found in the weekly Leeds Homes magazine or on [www.houseexchange.org.uk](http://www.houseexchange.org.uk).

**If you wish to contact us, please do so by visiting us at:**

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,  
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,  
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,  
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,  
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,  
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113\*  
or Minicom: 0845 127 1113

\*standard charges apply when calling from a mobile



Email us on:  
[wnwhl.enquiries@wnwhl.org.uk](mailto:wnwhl.enquiries@wnwhl.org.uk)  
[www.wnwhl.org.uk](http://www.wnwhl.org.uk)



Visit us at:  
Neighbourhood Housing  
Offices or One Stop Centres



Write to us at:  
Westfield Chambers, Lower  
Wortley Road, Leeds LS12 4PX



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