



## Support with your move

We'll work with you to help your move go as smoothly as possible:

- There'll be a dedicated regeneration officer to support you through the move process
- We'll keep moves to a minimum where we possibly can
- We'll offer all households support with the move, including paying the removal company directly
- You'll receive a minimum of £8,800 as a result of home loss and disturbance payments
- We'll provide boxes, bubble wrap and tape so you won't need to buy any
- We'll work with our vulnerable and elderly residents or those with no support nearby to help with packing and contacting utility suppliers during your move
- We'll plan a move date that's suitable for you, making sure you've got plenty of time to move – we usually provide four weeks' notice
- We'll provide temporary homes if you need to move away until your new home is built at Douglas Bader Park
- We'll provide temporary storage for possessions and furniture if you need it
- We'll take into consideration schools, work location and doctor surgeries when moving households temporarily

## Disturbance payments

- Disturbance payments are in addition to home loss and will cover other associated costs with moving. We'll reimburse you for the following:
- Redirection of mail (up to six months per household member)
- Telephone reconnection (where there has been a charge by the service provider)
- Sky/cable TV reconnection (if you had these in your current home and if there is a charge by the service provider)
- Disconnection and reconnection of white good appliances
- Reimbursement for one day off work (if the main tenant is required to take unpaid time off work on the moving day)



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