Helping you move to the right home Policy

Summary

This policy outlines Portsmouth Homes' helping you move to the right home it is designed to support secure tenants who want to move to the right size homes, freeing up larger homes for families in priority housing need.

Effective date

10 March 2026

Review

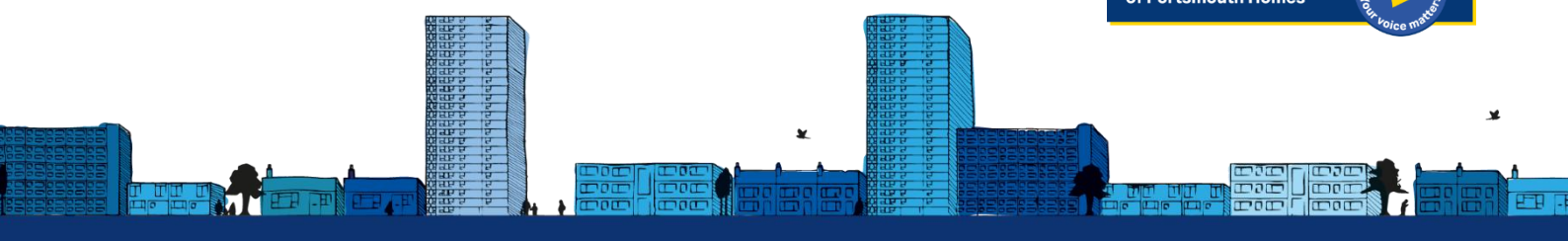
Latest Review Date: 4 November 2026

We will review this Policy every 3 years or earlier if there are changes in legislation, regulation, or best practice.

Version

Version 1.1

This policy was written with the help of residents of Portsmouth Homes



Helping you move to the right home Policy contents

Summary 1
Effective date 1
Review 1
Version 1
Helping you move to the right home Policy contents 2
Scope 3
Purpose 3
Eligibility Criteria 3
Support Offered 4
Option A: Full Support Package 4
Option B: Cash Grant 4
Application Process 4
Assessment and Prioritisation 5
Legal Considerations 5
Governance and Oversight 5
Your voice 5
What have we done to make sure this Policy is fair? 5
Regulation and legislation 6
Related documents 6
How to feedback 6
Compliments 6
Complaints 7
Housing Ombudsman Service 7



Scope

This policy applies:

- Secure tenants of Portsmouth Homes.
- Tenants who are under-occupying their current home and are willing to move to the right size home.
- Tenants who live in properties with adaptations that are no longer required by the household.

This policy does not apply to tenants moving to the right size home as part of a Mutual Exchange.

Any reference in this policy to ‘we’, ‘our’ or ‘us’ refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes secure tenant.

Purpose

We are committed to helping you find a home that suits your needs. This policy sets out how we will offer guidance and assistance to tenants who wish to move to the right size home, remove financial or practical barriers, and provide tailored assistance throughout the process.

By doing this, we aim to make the best use of our housing stock, reduce housing costs, and free up larger homes for families in priority need. Our goal is to ensure homes are allocated fairly and meet the needs of all.

We will:

- Support you to reduce housing costs, such as bedroom tax (under occupation deductions) and utility bills etc
- Provide tailored support before, during and after a move.
- Increase the availability of larger homes for families in priority need as well as ground floor and adapted properties where there is a very high demand

Eligibility Criteria

To qualify for the scheme, you must:

- Hold a secure tenancy with Portsmouth Homes.
- Be giving up one or more bedrooms or an adapted ground floor property where you or your household have no continuing need for adaptations or ground floor.
- Be living in a property that is required for re-letting to meet housing need.
- Have no outstanding debts to Portsmouth Homes. Discretion may be applied if debts can be transferred to the new tenancy or cleared from an incentive payment.

Support Offered

Tenants may choose between two types of support, subject to eligibility:

A moving Plan, which may include:

Cash and Support

Option A: Full Support Package

Support available may include:

- Assistance with property decoration.
- Assistance with floor coverings (provided or grant based on current flooring).
- Assistance with curtains or window coverings (provided or grant based on current fittings).
- Assistance with appliance disconnection/reconnection or replacement (e.g. gas to electric cooker).
- Utility and service provider transfers (e.g. gas, electricity, broadband).
- Removal costs, including packing support for elderly or vulnerable tenants.
- Clearance of unwanted items from the original property.
- Assistance with the provision of wardrobes if the new home lacks built-in storage.
- Support with managing debts from other parties and guidance with budgeting.
- Redirection of post
- Register with new GP

Option B: Cash Grant

You may choose a cash grant to arrange your own move. The Tailored grant would be available, following an assessment and we will work with you to understand your needs.t.

Tailored Grant: Based on current furnishings, plus reimbursement for disconnection, reconnection, and removal costs (with valid estimates).

- You may leave unwanted items behind (with a signed waiver).
- You are responsible for ensuring your furniture fits in the new home.

Application Process

You can apply by contacting your Housing Officer:

We will arrange to visit you and assess suitability for this scheme. Where you may not be eligible for this scheme, we will provide advice and support for alternative ways to move.

Assessment and Prioritisation

- All applications will be assessed to ensure eligibility.
- Priority will be given to residents releasing properties most needed for families in housing need.
- Applications will be limited to the availability of budget in any year.

Legal Considerations

As the scheme involves financial incentives, approval may be required under Section 129 of the Housing Act 1988.

Governance and Oversight

The scheme will be overseen by The Head of Sheltered Housing and Support. Due to the level of support required, appropriate staffing and resources will be allocated.

Your voice

We provide residents a wide range of meaningful opportunities to influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: **housing.engagement@portsmouthcc.gov.uk**
- Phone: 02392 834835
- Website**:** visit the **Resident engagement and community resources on our website**

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the **Equality Act 2010**. This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- **Equality Act 2010**
- **Care Act 2014**
- **Housing Act 1985**
- **Housing Act 1996**
- **Housing Act 2004**
- **Housing Act 1988**
- **Social Housing (Regulation) Act 2023**

Related documents

This policy should be read in conjunction with:

- **Portsmouth Homes policies, strategies and reports**
- Tenancy Agreement
- Housing Allocations Policy

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available **translation, interpreting and audio information**.

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at **Make a housing complaint**
- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on **the Housing Ombudsman Service website**
- Telephone: 0300 111 3000
- For more information, visit **Housing Ombudsman's Complaint Handling Code**

