



Helping you move to the right home Policy - Quick Guide (V1.0)

What this policy is about

This quick guide provides a short overview of the Helping You Move to the Right Home Policy. It explains how Portsmouth Homes supports secure tenants who want to move to a home that better meets their needs.

This policy is being trialled for six months (10 March 2026 - 9 September 2026).

Who it applies to (See policy: Scope, p.3)

- Secure tenants of Portsmouth Homes
- Tenants who are under-occupying their home
- Tenants living in adapted or ground-floor homes that are no longer needed
- This policy does not apply to moves through Mutual Exchange.

The commitment (See policy: Purpose, p.3)

The policy aims to help tenants move to the right size or type of home, while freeing up larger or adapted homes for households in priority housing need.

Support will be provided to help remove practical and financial barriers to moving. Each move will be managed fairly and respectfully, with tailored assistance before, during and after the move.

Eligibility (See policy: Eligibility Criteria, p.3)

To be considered, tenants must:

- Hold a secure tenancy with Portsmouth Homes
- Be releasing one or more bedrooms, or an adapted or ground-floor home no longer required
- Be moving from a home needed to meet housing demand
- Have no outstanding rent arrears (discretion may be applied if debts can be transferred to the new tenancy or cleared from an incentive payment).

Support available (See policy: Support Offered, p.4-5)

Tenants can choose one of the following options, subject to assessment:

Option A – Full support package

This may include help with removals, decorating, floor coverings, window coverings, appliance reconnection, utilities, clearing unwanted items, storage solutions, and practical support such as post redirection or registering with a new GP.

Option B – Cash grant

A tailored cash grant to arrange the move independently, based on individual needs and valid cost estimates. Unwanted items may be left behind with agreement.

How to apply and how decisions are made (See policy: Application Process & Assessment and Prioritisation, p.4-5)

Tenants can apply by contacting their Housing Officer. An assessment will be carried out to confirm eligibility and support needs.

Priority will be given to moves that release homes most needed for families or households in housing need. Applications are subject to available funding during the trial period.

Governance and oversight (See policy: Governance and Oversight, p.5)

The scheme is overseen by the Head of Sheltered Housing and Support. Decisions and funding are managed to ensure fairness, transparency and effective use of resources.

Further information

This is a summary only. For full details, including eligibility, support options and legal considerations, please refer to the Helping You Move to the Right Home Policy or contact Portsmouth Homes for advice and support.

Information is available in alternative formats on request.

Link: [Helping you move to the right home policy](#)

