

CONTACT US:

Freephone: 0800 408 0000 ♦ housing@cbh.org

In Person/in writing:

Oakley Community Resource Centre
113a Clyde Crescent, Cheltenham, GL52 5QL
Open: Monday to Friday 9.00am - 5.00pm Wednesdays 10.00am - 5.00pm

Hester's Way Community Resource Centre
Cassin Drive, Cheltenham, GL51 7SU
Open: Monday to Friday 9.00am - 5.00pm Wednesdays 10.00am - 5.00pm



How to apply for a cash bonus
when you are moving



FREEPHONE: 0800 408 0000
www.cbh.org

Moving On

If you are planning to leave your Cheltenham Borough Council or Cheltenham Borough Homes property you may be eligible for up to a **£190 bonus when you end your tenancy.**

Cheltenham Borough Homes has introduced a scheme for tenants who leave their property in good condition when they end their tenancy.

The scheme is available to all those who are leaving a Cheltenham Borough Council or Cheltenham Borough Homes tenancy.

If you are eligible you can be entitled to a cash amount of up to £190. This is payable after you have left the property and it has been inspected by us.

How do I know if I am eligible?

To qualify you must comply with the following conditions. You must:

- have been a tenant of this address for at least 6 months
- give a minimum of 4 weeks written notice (except when transferring to another CBH or CBC property)
- contact the Empty Homes Team to notify them you want to be considered for the scheme

What do I need to do?

Complete a Termination Form, available online or from our Neighbourhood Offices in Oakley and Hester's Way and tick to show you want to be considered for the Bonus Scheme.

Then send this in to us for processing. Alternatively you can write to terminate your tenancy and specify that you want to apply for the Bonus Scheme. If you forget to mention this when you send your termination, you can telephone the Empty Homes Team on 0800 408 0000 to let us know.



On Inspection

The property will need to be in a clean and clear condition with all CBH fixtures and fittings in working order. The things we will look for are:

- that your garden has been cleared, with no rubbish left including bulky items
- that your property is cleared of everything with no rubbish or bulky items left inside
- that the property is in general good repair, with CBC fixtures and fittings in working order
- all your own fixtures and fittings, for example light switches, light fittings, extra plumbing, have been removed and replaced with CBC approved fittings
- all floors are swept and clean (with no carpets or floor coverings left)
- bath, WC and sink in the bathroom to be clean and washed out
- kitchen sink, worktops and cupboards in the kitchen to be clean and washed out
- all damage to be made good, both interior and exterior
- no items from the property to be fly-tipped elsewhere

If you have queries about whether your property is up to standard, you can contact the Voids Inspector to discuss this or arrange an on-site inspection. The Voids Inspector will recommend any work needed and you will need to comply with all the recommendations to qualify.

If you owe the Council money either as rent arrears or rechargeable repairs, you can still apply for the scheme and we can arrange for the appropriate credit to off set the money you owe already.

How much money could I apply for?

We will pay different amounts for different sized homes:

- Bedsitting room or 1 bedroom property - £100**
- 2 bedroom property - £130**
- 3 bedroom property - £160**
- 4 bedroom property - £190**

How do I claim?

It is essential you contact the Empty Homes Team and inform them that you want to be considered for the scheme (you can do this on our standard Termination Form or via letter or telephone). The Void Inspector will then arrange to inspect your home once you have left it and returned all the keys to us. This normally takes approximately 10 working days.

If you are eligible we will raise a cheque and send it to your new home. Payment is usually within 4 weeks.