Advice for Chesterfield Borough Council tenants requesting a transfer

If you have applied to transfer from one Chesterfield Borough Council property to another we would like to remind you that you need to have fully met the terms of your tenancy agreement to be made an offer of a new tenancy.

As a tenant you are responsible for keeping your property in good condition and ensuring that any repairs that need doing are reported to us promptly. You are responsible for:

- Internal decoration
- Keeping the property in a clean and tidy condition
- Some minor repairs
- Maintenance of your garden
- Putting right any damage caused by you or your family or by neglect
- Clearing away rubbish from the garden
- Removing unwanted items from your home

If you have a successful bid, before we can confirm that you can transfer, we will inspect your home to check that you have kept to the terms of your tenancy agreement. If you are in breach of your tenancy agreement you may not be allowed to move until things are put right. The offer of a transfer may be withdrawn.

Following the inspection we will tell you what work you are responsible for and when the work needs to be completed by. We will re-inspect your home to check that the work is done. You will not be allowed to move if the work we have asked you to do is not carried out and your rehousing application may be suspended.

There may be other breaches of tenancy which prevent you from being able to transfer. For example, you would not normally be allowed to move if your rent account is in arrears. You must clear your rent account before you move.

If you have rent arrears please contact our Customer Service Centre on 01246 345345 to discuss your circumstances and to make an arrangement to clear your account. The Customer Service Centre can help with welfare benefits and budgeting advice.

For more help and advice:
Visit:  www.home-options.org where there is a ‘need help’ section
Email:  home.options@chesterfield.gov.uk
Phone:  01246 345700
You can also visit the Home-Options Team at On the Move, 73 Low Pavement, Chesterfield, S40 1PB