

help&care

**MOVING**  **ON**

**0300 111 3303**

**A totally charitable and  
professional home moving  
support and sales service...**



**Call us on: 0300 111 3303**

# MOVING ON

**MOVING ON is an exciting, totally new and unique concept of support for people considering moving home.**

We know how daunting it can be to make the decision whether to move and then take that first step into the minefield that moving home can be.

**MOVING ON** offers unique support and advice to you as you make that decision whether or not to move. We will help you to consider all the options available to you so that the decision you make is the right one for you.

If you decide to stay where you are, we will work with you to arrange any alterations or support that you need to make your life as independent and enjoyable as possible.

If you decide to move, we will market and sell your property professionally and ethically and provide you with a dedicated Moving Planner to support you through the process of moving to your new home. Your Moving Planner will help you with whatever you choose; from changing utility bills to house clearance, from packing up to buying items for your new home. They will even accompany you to view new places that you might want to move to.

**You won't have to worry about a thing.**

If you would like us to support you to move home, we will charge a competitive and inclusive fee of 1.5% + VAT of the sale value of your property. This includes the services of the Moving Planner.

If you would just like us to come and talk to you and offer you completely objective advice about your moving options, we will do that completely **FREE**. If you decide to stay where you are we will provide the support and advice that you need completely **FREE**.

We will do all of this because we are a charity with a passion for ensuring people, especially older people, can live the lives they want to live.

Any profit that we make goes straight back into the charity – and that's a promise.

**If you like what we do and the spirit in which we do it, why not sell your home with us and see the profits go to charity? We can sell your home without the Moving Planner for a fixed rate of 1% + VAT of the sale value of your property.**

# THE 'MINEFIELD' OF MOVING

## Options Appraisal

Where should I move to?  
How will I find somewhere to suit me?  
How will I sort out the finances?

## House Clearance

What will I need to get rid of?  
Should I get my belongings valued?  
What removals company should I use?  
How will I dispose of all the rubbish?

## Buying Things

What will I need?  
Where should I go?  
How do I choose the best things for me?  
Who can install my new equipment?

## Finance

Will I need bridging finance?  
Will I need to get a new mortgage?  
Who can give me good investment advice?  
Do I have to pay up front?  
What if the costs escalate?  
Do I need advice on benefits?  
Will inheritance tax be an issue?

## Selling

Who can I trust?  
How do I choose an agent?  
Will I get ripped off?  
Is my property correctly valued?  
Will I know what's going on?

Is the agent looking out for my best interests or just trying to get a sale?  
Do I have to sign a contract?  
What if there's a gap in dates between buying and selling?

## Removals

How will I deal with packing and unpacking?  
Will I need to label everything?  
Where can I store my belongings?  
What about my fragile things?

## Surveys

What is a Home Information Pack?  
Why do I need one?  
Will I need to get a survey on my new home?  
Will my buyer get one on mine?  
Who will do any necessary work?

## Redecoration/ Home Improvements

Who will help with all the jobs that may need doing?  
Is my new property safe and secure?

## Viewings

What should I do to make my property more appealing to buyers?  
Will people just turn up on my doorstep?  
Do I have to be there when people are looking around?  
Will the details of my property be accurate?  
Will my keys be safe?

## Utility Bills

How do I stop utility bills when I move?  
How do I start new utility bills at my new home?

## Change of Address

How do I re-direct my post?  
How can I let everyone know I've moved?

## Me

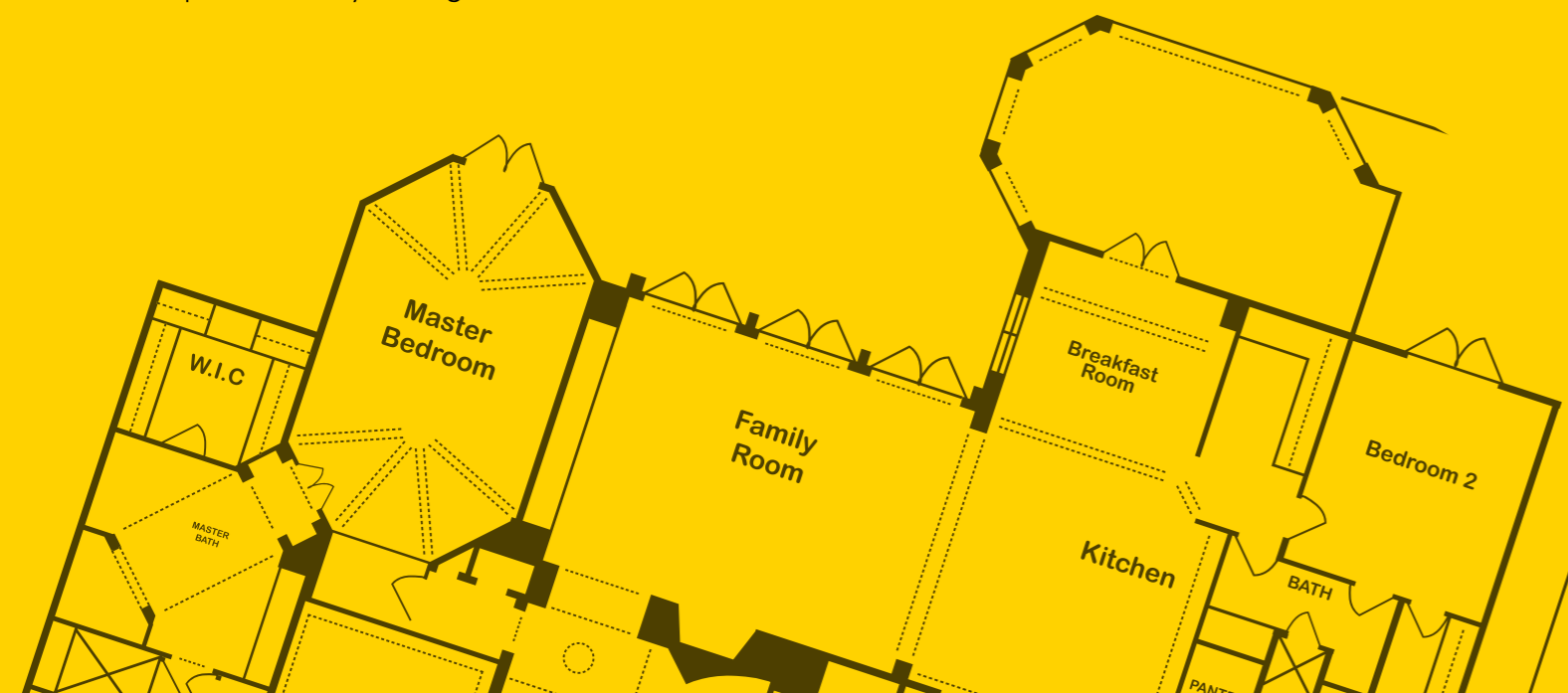
This all seems so stressful – what do I do?  
How do I protect my personal belongings?  
How do I re-register at the doctor/dentist?  
I am on my own now – can I do this on my own?  
I have precious memories in my home – can I bear to leave?  
How do I find out about social organisations in my new community?

## Conveyancing

How do I find a good solicitor?  
What if I'm part of a chain?  
How do I know what I'm signing?  
Who will help progress the sale?  
How will I know what's going on?



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# HOW MOVING ON WORKS

## A STEP BY STEP GUIDE

### 1 DISCUSSIONS

- Our support worker will come and discuss your situation with you and help you to reach a decision about whether to move. They will offer independent advice so that your decision is the right one for you. They will not try to persuade you to sell your home, but will help you consider all of your options and choose the one that is best for you.

### 2 THE DECISION TO STAY

- If you decide to stay in your own home, your support worker will work with you to make any changes that you need to make your life as independent and enjoyable as possible. Once your new arrangements are in place they will stay in touch and you can contact them at any time for further advice or information about anything.



### 3 THE DECISION TO MOVE

- If you decide to move home, and would like us to sell your property for you, a Moving Planner will visit you to discuss your situation. Between you, you can decide what sort of support you would like and for what. Your Moving Planner will work with you to write a personal Moving Plan. They will also help you to organise your Home Information Pack (HIP) which you need to have if you decide to sell your property.

### 4 SELLING YOUR PROPERTY

- Our Property Marketing Manager will visit you to discuss the sale of your property and conduct a valuation. We will always put this valuation in writing. Our Property Marketing Manager will explain how your property has been valued and give you all the information you need. You will get a chance to consider this before making any further decisions.
- If you agree with the valuation of your property and would like us to proceed then we will ask you to sign a Sales and Support Agreement. We will explain to you in detail what this involves.
- We will then prepare your property details and put your property on the market. If you would like us to, we will provide advice about how you might

best present your property for sale. To help you do this we will give you 4 hours **FREE** of our Handiworks Plus tradesperson's time. If you would like more help than this we can provide one of our affordable and approved trades people to assist you with other repairs or small tasks.

- Our Handiworks Plus tradesperson will support you to prepare your property for sale. Your Moving Planner can be present while they carry out the work if you would like them to be.
- We will show people around your property at times that are convenient to you and we will never let potential buyers visit unaccompanied. Your Moving Planner can be present during viewings if you would like them to be.

### 4 cont'd

- Our Property Marketing Manager will talk to your Moving Planner every day so that they always know what is happening with the sale of your property. We will make sure that your Moving Planner talks to you every week, regardless of how much or little support they are offering you to let you know what is happening at every stage.
- When an offer is made on your property, we will let you know immediately. When you accept an offer we will liaise directly with the potential buyer on your behalf and begin the conveyancing process.
- Your Moving Planner will support you to instruct a solicitor of your choice and provide them with any of the relevant paperwork.
- The potential buyer will probably have a survey carried out on your property and once this is complete our Property Marketing Manager will confirm whether they are going ahead with the purchase of your property.
- Our Property Marketing Manager will liaise between your solicitor and the potential buyer's solicitor until contracts are exchanged. By this point your property is almost sold.

### 5 YOUR NEW HOME

- Your Moving Planner will work with you to undertake any tasks required to help you to move home. This might involve visits to new places that you might want to move to.
- Your Moving Planner will continue to provide you with any support or help with any aspect of your sale and potential move.

- You will need to decide a date that is convenient for you to complete the sale and move to your new home. Your Moving Planner can help you to make the right decision for you. They will help you to put all the final plans in place for your move like packing, removals and settling utility bills.

### 6 MOVING DAY

- Your Moving Planner will support you through Moving Day and ensure that all runs smoothly. They will help you to settle into your new home and ensure that you have everything that you need.
- If you would like them to, your Moving Planner will help you to unpack and get to know your new neighbourhood.

- We will come and visit you a few weeks after your move to see how you are getting on. If you need any further support we will help you to organise it, so you can be as independent as possible and enjoy life to the full in your new home.



# WHO ARE WE?

Help and Care is a charity based in Boscombe that supports people to live the lives they want to live. We focus mainly on supporting older people and carers, and work with local communities. Since 1985, Help and Care has developed from a small forum of older people to become the vibrant and diverse charity that it is today.



# WHAT WE DO

Help and Care provides a range of services to local people including a telephone information service, advocacy, housing support including Handiworks Plus, hospital screening, outreach and support services for carers. We also work with communities to support them to have a voice about issues that are important to them. To find out more about what we do and how we do things call us on 0300 111 3303 or visit our website at [www.helpandcare.org.uk](http://www.helpandcare.org.uk)



# MOVING ON CUSTOMER CHARTER

## WE WILL:

### FIRSTLY AND MOST IMPORTANTLY...

- **Always** put your interests first and help you to make decisions that are right for you

### BUT WE WILL ALSO...

- Always provide you with as much information as you need so that you can make your own decisions
- Always be polite and professional, considerate and punctual
- Always be honest
- Ensure our staff always identify themselves
- Always tell you how we have valued your property and give you the best advice we can based on factual information so that we can suggest a realistic value of your property
- Park our vehicles and place our **MOVING ON** sales board considerately, to ensure the minimum of inconvenience to you and other members of your neighbourhood
- Always use sales techniques to market and sell your property that are professional, ethical and honest



# SUMMARY

- We will charge a competitive and inclusive fee
- 100% of any profits will fund Help and Care's charitable work
- We will provide an honest, ethical and reliable service
- We will always put you first

## WHAT'S INCLUDED IN THE FEE

- A realistic market appraisal of your home
- **Handiworks Plus** tradesperson free for 4 hours
- Professional and ethical marketing
- Sound advice on what's involved
- Help to find your new home
- Accompanied viewings
- Honest, straightforward feedback
- Progression of your sale from start to finish
- Full support with all the paperwork
- Support with all the practicalities like organising utility bills and other correspondence
- A year's free membership of **Handiworks Plus** for your new home
- Help with settling into your new community

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**Call us now to arrange  
for one of our team  
to come and talk to you.**

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[www.helpandcare.org.uk/movingon](http://www.helpandcare.org.uk/movingon)

**MOVING ON** property sales are operated through Help and Care Development Ltd, a wholly owned subsidiary of the charity Help and Care. Company Number 5069415. All property sales profits are gifted to Help and Care. All other activity carried out as part of **MOVING ON** is operated separately by Help and Care. Help and Care is a company limited by guarantee registered in England and Wales and a registered charity. Company Number 3187574. Charity Number 1055056.



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