

## Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপি জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaya iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votre langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, điện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书，如果您需要汉语版，请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کمیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



North River Alliance

Bethnal Green and Victoria Park Housing Association  
401 Mile End Road, London, E3 4PB.

Tel: 020 8709 4300 Fax: 020 8709 4400 Email: [enquiries@bgvpha.org.uk](mailto:enquiries@bgvpha.org.uk)

[www.bgvpha.org.uk](http://www.bgvpha.org.uk)

Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you.

BGVPHA wishes to thank all the residents who contributed to the production of this document.

# How to Move Home



**AS YOUR LANDLORD, BGVPHA IS COMMITTED TO PROVIDING AN EXCELLENT LETTINGS SERVICE TO ALL OF ITS RESIDENTS.**

BGVPHA is a full partner in the LBTH's Choice Based Lettings system, a system where applicants bid for available homes.

All BGVPHA homes are let in accordance with our published Letting Policy, available from BGVPHA Area Housing Offices. Homes are advertised on Tower Hamlets Homeseekers - [www.thhs.org.uk](http://www.thhs.org.uk), and weekly in East End Life.



**How to apply for housing in Tower Hamlets**

- 1 If you want to apply for housing in Tower Hamlets you need to apply through the LBTH Choice Based Lettings process. You can find out more by visiting the Housing section of [www.lbth.gov.uk](http://www.lbth.gov.uk).
- 2 Application forms are available from BGVPHA area housing offices. You can request one by calling 020 8709 4300; we will send one to you within 3 working days.
- 3 When you have filled in your application form, return it to BGVPHA at BGVPHA Lettings, 401 Mile End Road, London E3 4PB.
- 4 When we have received your application form we will register your application\* and write to you within 20 working days. We will provide you with a copy of the Lettings Policy and information on how to bid for homes (advertised on Tower Hamlets 'Homeseekers' and on East End Life).
- 5 We will provide advice and assist vulnerable residents who are unable to use the 'Homeseekers' bidding system.

**Transfer assessments**

- 6 A Housing Officer will visit you to carry out a transfer assessment within 10 working days of your application being received.
- 7 If you request a medical assessment, we will send you a Medical Assessment form within 3 working days. You will be informed of the results of the Medical Assessment within 7 working days of the decision. If you wish to appeal we will send you an appeal form and you will be notified of the decision within the same timescales.
- 8 We will review all BGVPHA transfer applications to ensure the information held is correct and will carry out a satisfaction survey bi-annually.

**Offers**

- 9 We will notify you of an offer by telephone and/or letter.
- 10 You will then be invited on a viewing accompanied by a Housing Officer or relevant member of staff.

**After you have moved into your BGVPHA property**

- 11 A Housing Officer will visit you within the first four weeks of you moving into your new home.
- 12 We will send you a Satisfaction Survey after 4 weeks of you moving into your new home to find out how you are settling in.

**MORE INFORMATION**

If you need help or advice about moving home, please call the BGVPHA Lettings team on 020 8709 4300.

If you don't live in Tower Hamlets, please contact your Housing Officer for more information.

The BGVPHA Lettings team can also provide you with advice on how to move elsewhere in the UK e.g. through Seaside and Country Homes or Homewapper.

NB: BGVPHA residents will be consulted about any proposed changes to our Lettings Policy.  
\*All applications are processed in accordance with the Data Protection Action 1988.