



Move On Up

Frequently asked questions

September 2021

Who will I share with?

You'll usually share with two other people, aged 18 to 25. They'll be in a similar situation to you – looking for a new home, and with an experience of caring.

Each person is interviewed a Move on Up manager, who identifies those who will really benefit and want to engage in the service.

Practically we aim to match people within the properties. However, you'll all be individuals and have different and unique backgrounds.

How much is rent and who pays the bills?

You are responsible for paying your rent and a service charge. Rent is set at the [local housing allowance rate](#).

Move on Up staff will help you to organise your finances, and ensure your payments are manageable.

The service charge will cover gas, electricity, water, TV licence and internet. This charge will be reviewed regularly, and any updates will be communicated clearly.

How will I pay for it?

We want the rent to be affordable.

Unlike other private rental housing, you do not need to pay a deposit before you move in. We do ask for some rent in advance, usually equal to the amount chargeable from the date of your move-in to the last day of the same month. We need to receive this first payment before you move in to the property.

Once you move in it is your responsibility to pay your rent.

You may be eligible for [Housing Benefit](#) or [Universal Credit](#). These may cover some or all of your rent. We'll help you to check what you're entitled to, and ways to increase your income, with a particular focus on housing costs.

Before you move in, we'll make sure the move is a sensible and financially viable option for you.



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How long can I stay?

Up to two years.

Initially you will be offered a licence agreement based on an expectation of one year (not an Assured Shorthold Tenancy). During this time we can give you 28 days' notice to move out if, despite your and our best efforts, things aren't working out. After the first year, if all goes well, you can continue your tenancy on the same licence agreement.

We aim to help you gain the knowledge and skills to manage your future housing situation after leaving Move on Up. We provide training on managing tenancies so you are ready to move on. You will have access to our rent deposit scheme to help you financially when you move on.

What happens if I need to move before the two years is up?

Within your two year stay, your circumstances might change.

You may need to move back to your previous address, or perhaps you are feeling confident enough to move on early.

If you need to move for any reason, let us know and we will help to make this change as smooth as possible. You will need to provide us with reasonable notice as per your licence agreement.

Where are the properties?

The properties are located in Zone 2, north and east London. We have one flat in Bethnal Green, a house in Hackney central, a house in Haringey and a flat in Stoke Newington.

Will friends and family be able to visit?

The short answer is yes.

You and your house mates will set the house rules in liaison with Move on Up staff. This includes rules relating to short-term guests.

What type of support will I receive?

Move on Up provides both the physical and emotional space to concentrate on developing your goals.

You'll identify the life goals you want to focus on, and we'll work creatively with you to move towards them.



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What if I have a problem with a house mate?

Sharing a home can be a fun and positive experience. However, we know that people don't always get along.

While you'll be able to resolve many of the smaller issues yourselves, Move on Up staff can help with bigger problems; we provide regular house meetings to enable you to explore any issues with your house mates.

Your safety and wellbeing is our biggest concern. If this is at risk, we will act immediately to help you.

Check out [our website](#) for more information.