



Move On Up

Frequently asked questions

January 2018

Who will I share with?

You'll share with 2 to 3 other people, aged 18 to 24. They'll be in a similar situation to you – looking for a new home, and have an experience of caring.

Each person is interviewed by the 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 flats. 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 - £102.09.

The Move On Up manager 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, rent in advance or any other fees before you move in. Rent is set at the [local housing allowance shared rate](#).

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.

How long can I stay?

Up to 2 years.

Initially you will be offered a 1 year tenancy. After the first year, if all goes well, we offer a tenancy extension.



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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 2 years is up?

Within your 2 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.

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 tenancy agreement.

Where are the flats?

The properties are located in Zone 2, east London. Two of the flats are in Bethnal Green, one is in Hackney central and the other in Stoke Newington.

Will friends and family be able to visit?

The short answer is yes.

You and your flatmates will set the house rules in liaison with the Move On Up manager. 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 creativity with you to achieve them.

What if I have a problem with a flatmate?

Sharing a flat 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, the Move On Up manager can help mediate bigger problems.

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.