

Toolkit for Moving

A Guide for older people moving
to a retirement community



This guide is designed for people who are



Thinking about
moving to a
retirement community



Starting the process
of moving to a
retirement community



Settling into life in a
retirement community

Contents

Overview of resources	4
Thinking about moving to a retirement community.....	6
Tips to help you reflect on moving to a retirement community	8
What to think about when looking at retirement communities	12
Deciding where to move.....	16
Starting the process of moving to a retirement community	18
Moving timeline overview.....	20
Moving timeline detail	22
Downsizing	26
Settling into life in a retirement community	28
Advice from staff and current residents	30
What can help new residents to settle in?.....	34
What can make it hard to settle in.....	38
Appendix	42

Overview of resources

This guide is designed to help people making the move to a retirement community. We have several resources that might be helpful to you depending on whether you are thinking about moving to a retirement community (pages 6-17), starting the process of moving to a retirement community (pages 18-27) or settling into life in the community (pages 28-39).

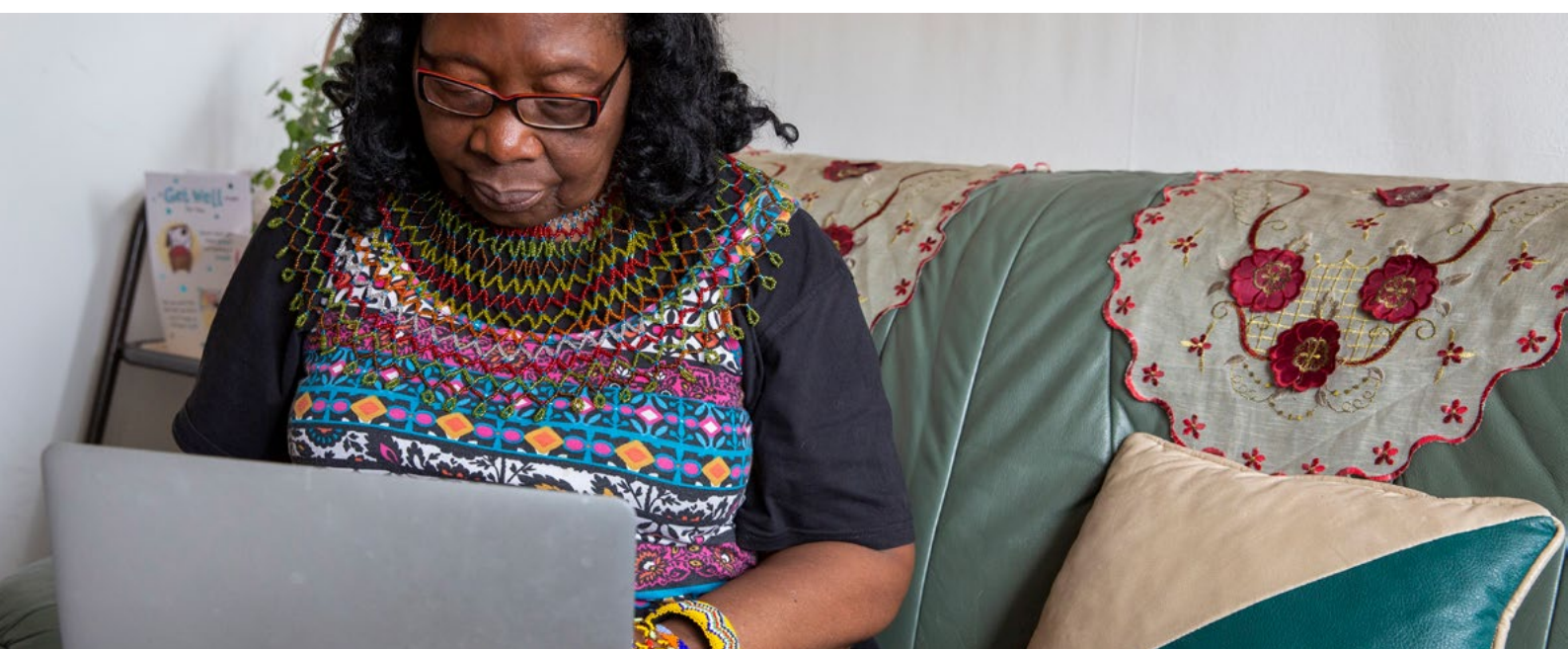
What is a retirement community?

Retirement communities are self-contained communities where people own or rent their own property. There are more retirement communities opening in the UK to cater for people who want to retain independence while also having on-site support and help available.

These communities have lots of different names in the UK including: Integrated Retirement communities, Extra care, retirement villages, housing-with-care and support, assisted living or independent living.

These communities can have 24-hour onsite staff, optional care services and on-site facilities such as restaurants, cafes, leisure facilities, communal lounges, libraries, gardens, social events and activity rooms. Communities can have up to 250 individual homes.

Given the increasing number of retirement communities that are opening in the UK there are more older adults who will be making the move to these communities. We wanted to create some resources that would be able to support people with making this big move.



How we created this guide

There are two funded studies that contributed to the development of this guide. The Pargiter Trust funded ‘transitions project’ had two studies. In study 1 we interviewed 25 residents across 3 retirement communities who spoke about their own experiences of moving to a retirement community. In study 2 we searched for all the existing research about the experience of moving to a retirement community.

The ESRC IAA funded ‘kinder communities’ project involved three parts. In part 1 we held discussion events at 4 different retirement communities where we spoke with 51 residents about the sort of support people felt could be useful at different stages of their move. In part 2 we shared an online survey with staff where 59 staff working across the UK told us what support they felt helped residents at different stages of their move. Finally, in part 3 we went to a retirement community where we refined ideas for what we could include in the guide with both residents and staff.

This guide is therefore informed by:

- Existing research studies
- Interviews with 25 residents
- Discussion events at 5 retirement communities
- Staff survey

Who created this guide

The team involved in the development of this guide include:

Dr Kimberley Smith,

Senior Lecturer in Clinical Health Psychology, University of Surrey

Rachel Lawrence

PhD Candidate and Research Assistant, University of Surrey

Professor Andrew King,

Professor of Sociology, University of Surrey

Dr Paul Willis,

Associate Professor in Social Work, University of Bristol

Alison Benzimra,

Head of Research and Influence, United St Saviours Charity

Sam Dalton,

Policy and External Affairs Manager, ARCO

Sue Gardiner,

Chair of Trustees, Pargiter Trust

Victoria Westhorp,

Trustee, Pargiter Trust

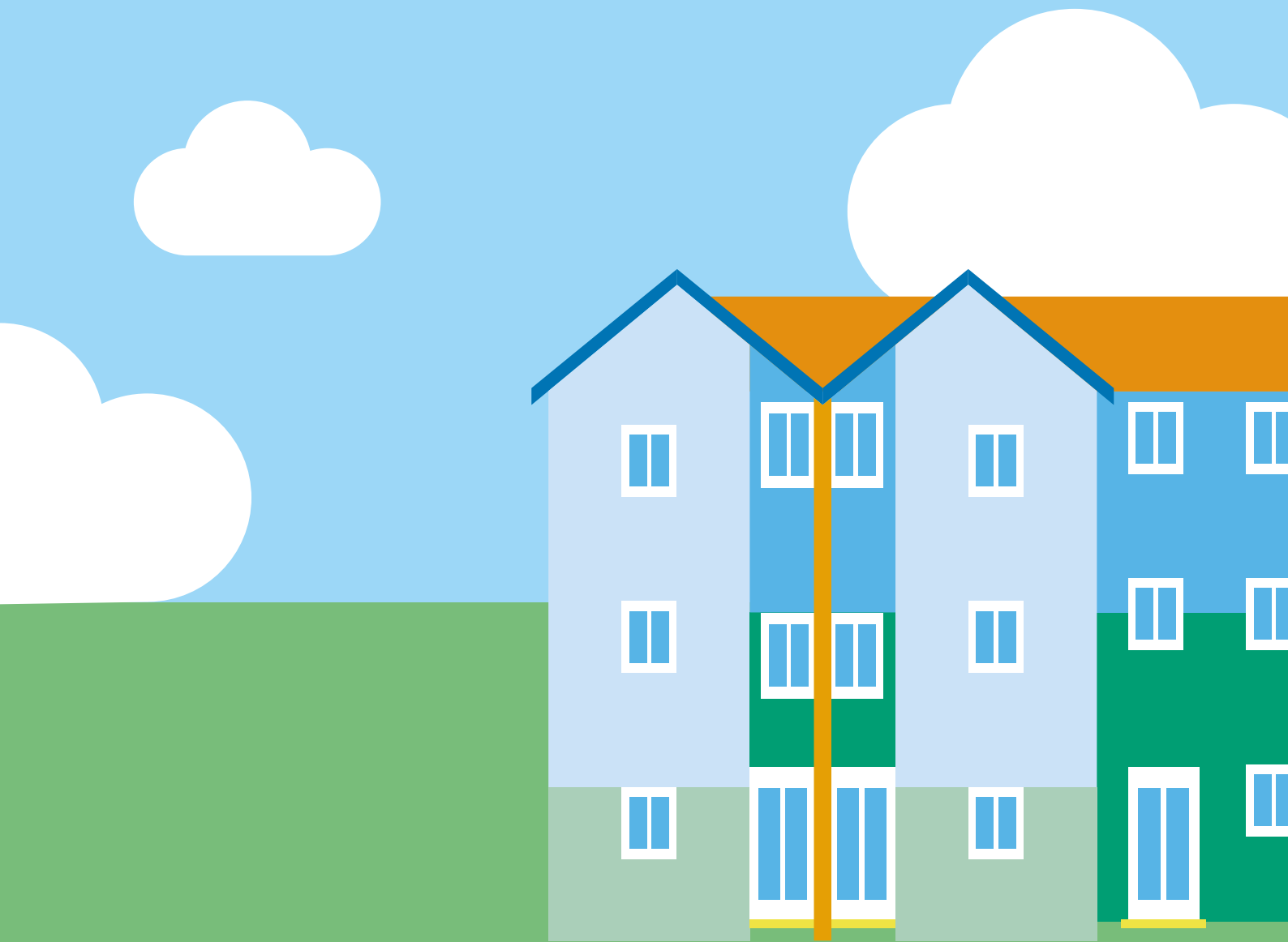
Acknowledgements

We would like to thank both the Pargiter Trust and the University of Surrey ESRC Impact Acceleration Account (IAA) for funding the work that enabled us to create this guide. We would also like to thank all the residents and staff who kindly gave up their time to support with the studies helped us to develop this guide.





Thinking about moving to a retirement community





Tips to help you reflect on moving to a retirement community

Our research, and current residents and staff indicate there are a number of things that people find helpful when deciding whether to move to a retirement community.



Make sure it is your decision

Research studies show us that when people feel forced into making a decision to move to a retirement community they can feel less happy with their overall move. This then impacts on their ability to feel happy living in the retirement community.

People can feel forced into making the decision by others or by their life circumstances. As much as you are able to, it is important that you feel that you have control over your move and that the decision is right for you.



Do your research

Existing residents agree that this is a big decision and that it is important to do your research before deciding if retirement community living is right for you. Different retirement communities all offer advice on what to think about when considering this move. This article from Which? provides a useful overview and list of things to think about and lists some of the main housing providers:

bit.ly/Which-pros



Don't relying soley on marketing materials

People agree that marketing materials are useful in showing you what facilities you can get in a community and what housing options are available. However, this should not be your only source of information as these can be biased. It is also worth visiting the community yourself to see how you feel about it. You could use your visit to speak to existing residents and speak to trusted others about what they think. Generally, people find informal sources of information (such as people they know who live in retirement communities) more useful in helping them make a decision than other sources such as marketing.



Talk to other people about your decision

It is good to speak to other people who have recently made the move to a retirement community to see what they think about it. If you know any people personally, or friends of friends, just speaking with others can give you a useful insight into what to expect. Also, when you visit a particular community talking to existing residents can give you a sense of what it is like to live in that community and what other people are like.

Finally, don't feel like this is a decision you need to make on your own. Speaking to trusted others such as friends and family and getting their advice is one of the things that people find most helpful when making this decision.





Compare the pros and cons of making the move

There are always pros and cons with making any move. Moving house is known to be one of the most stressful things that a person goes through. It is important that you make the decision that you think on balance will be best for you.

Some of the pros of living in a retirement community can include:

- Living in a space that is adapted for your needs as you grow older
- Being in an environment that feels safe and secure
- Peace-of-mind for you and your loved ones
- Having access to additional support for your health and home maintenance
- Informal care and support from other residents
- Having access to a range of facilities and clubs
- Companionship
- Being around lots of other like-minded people
- The feeling of togetherness that comes from living in a community
- Feeling lucky or grateful to live in the community

The cons linked to retirement community living can include:

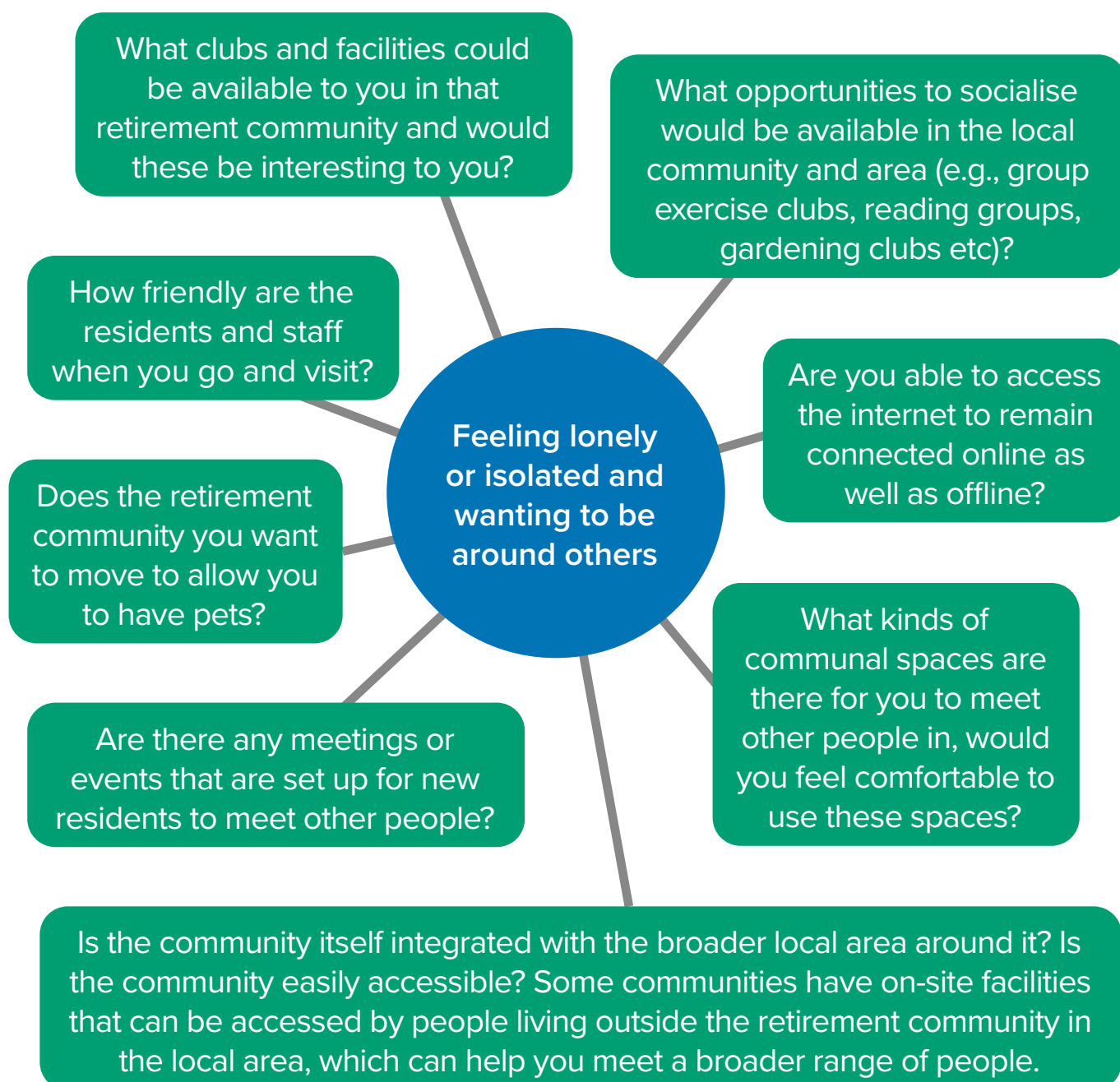
- The difficulties trying to integrate yourself into a new community that feels cliquey
- Adapting to any rules a community may have
- Gossiping amongst residents
- Moving away from a home where you had a lot of support to a place where you don't know anyone
- A lack of diversity in residents
- Feeling lonely and isolated if you don't feel like you belong
- Negative attitudes towards people with additional support needs (particularly in those communities sold as independent living)

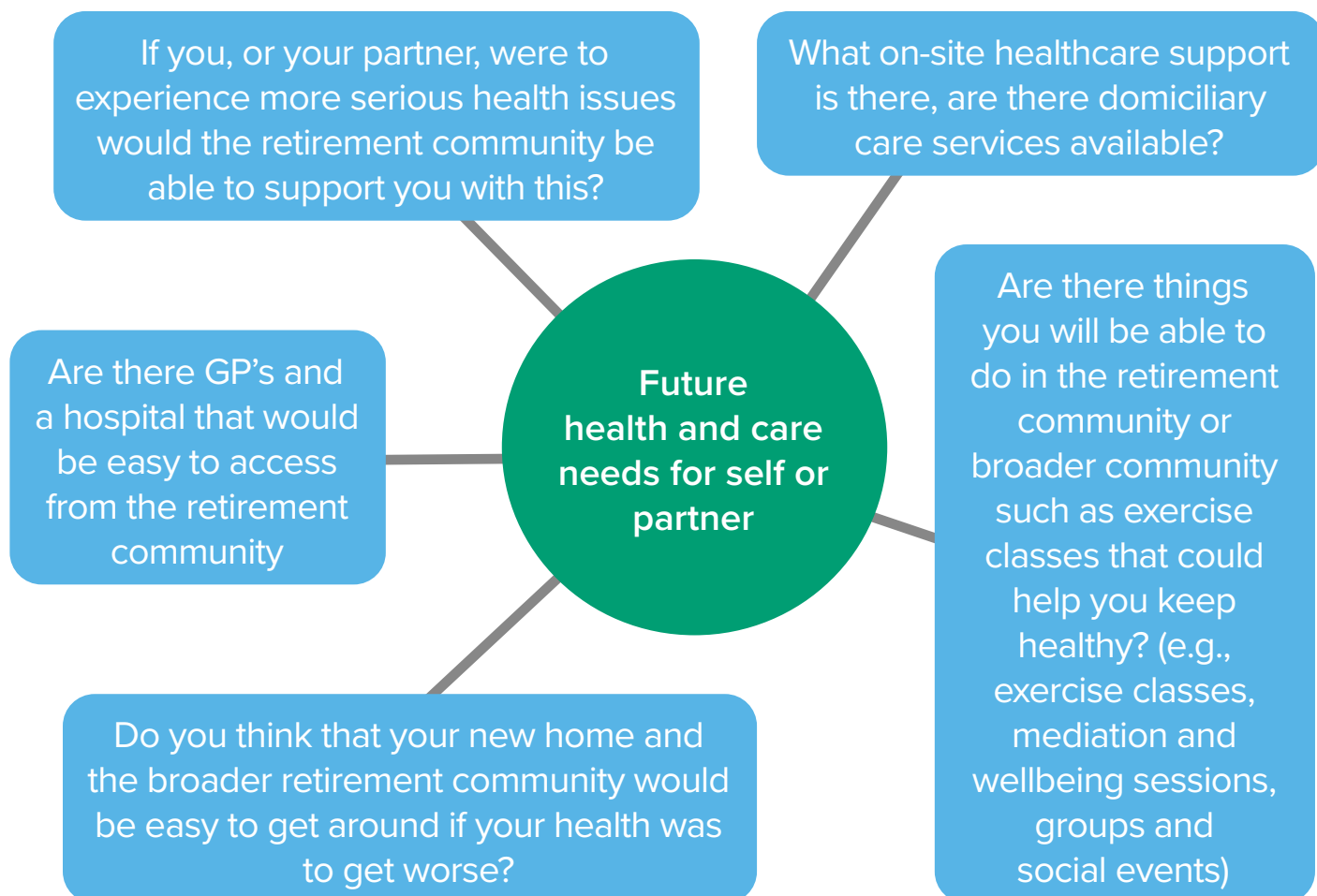
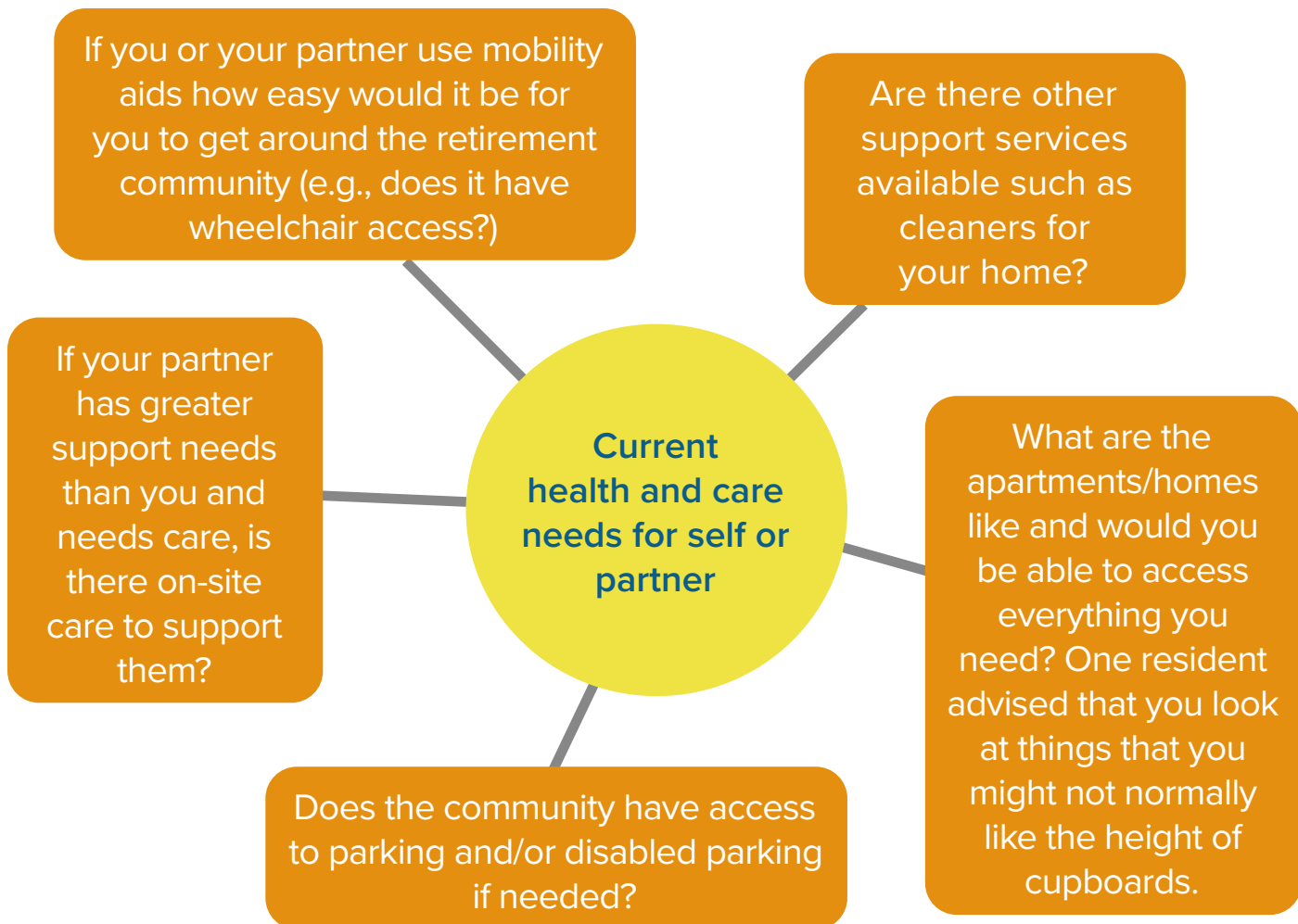
One of the main stresses linked to moving to a retirement community that you should think about in advance is downsizing, described as moving into a smaller home. Many people report that having to give up treasured possessions to live in a smaller space can be very difficult, and for them a big con of retirement community living is the process of downsizing.

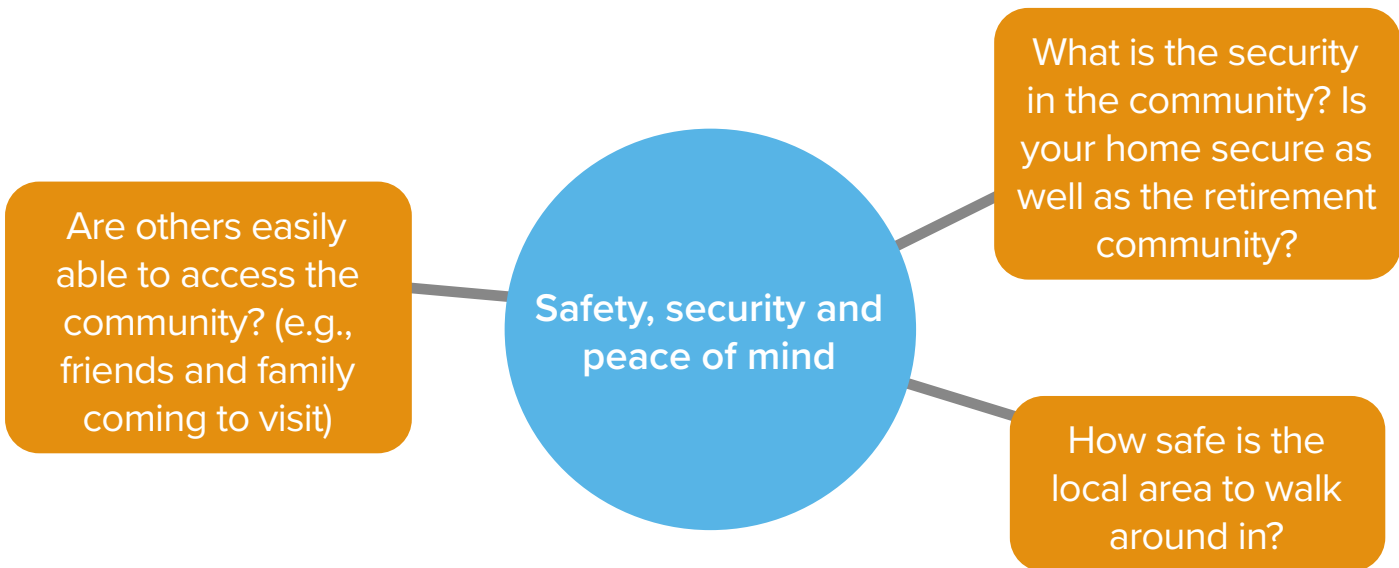
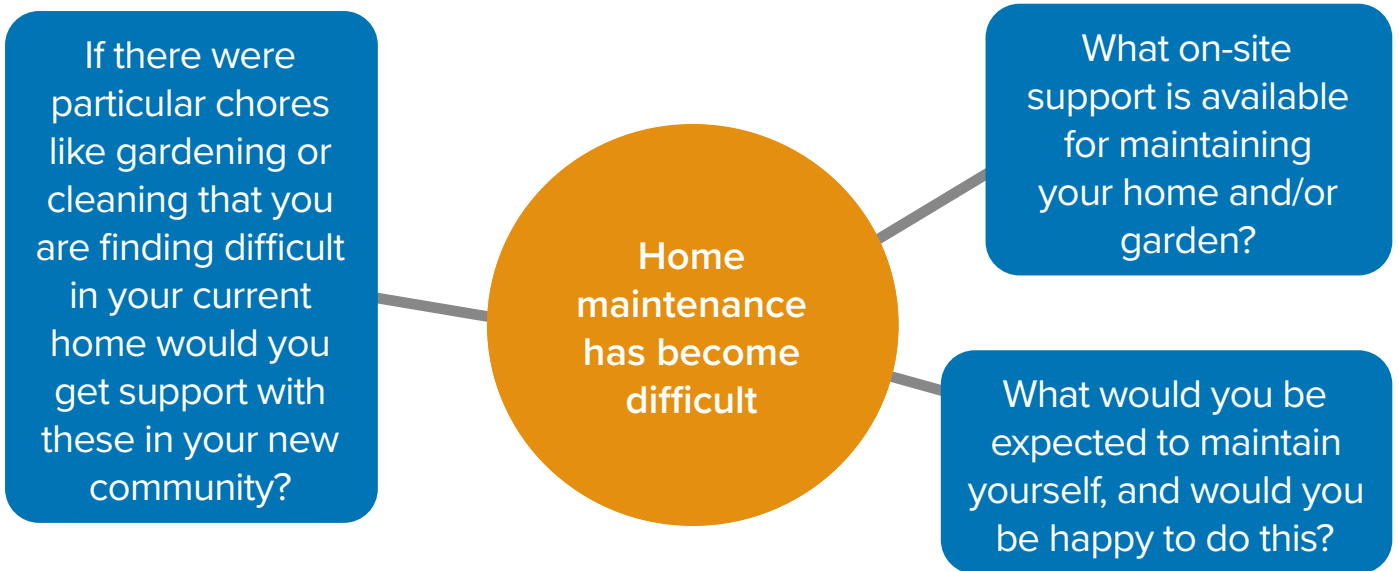
What to think about when looking at retirement communities

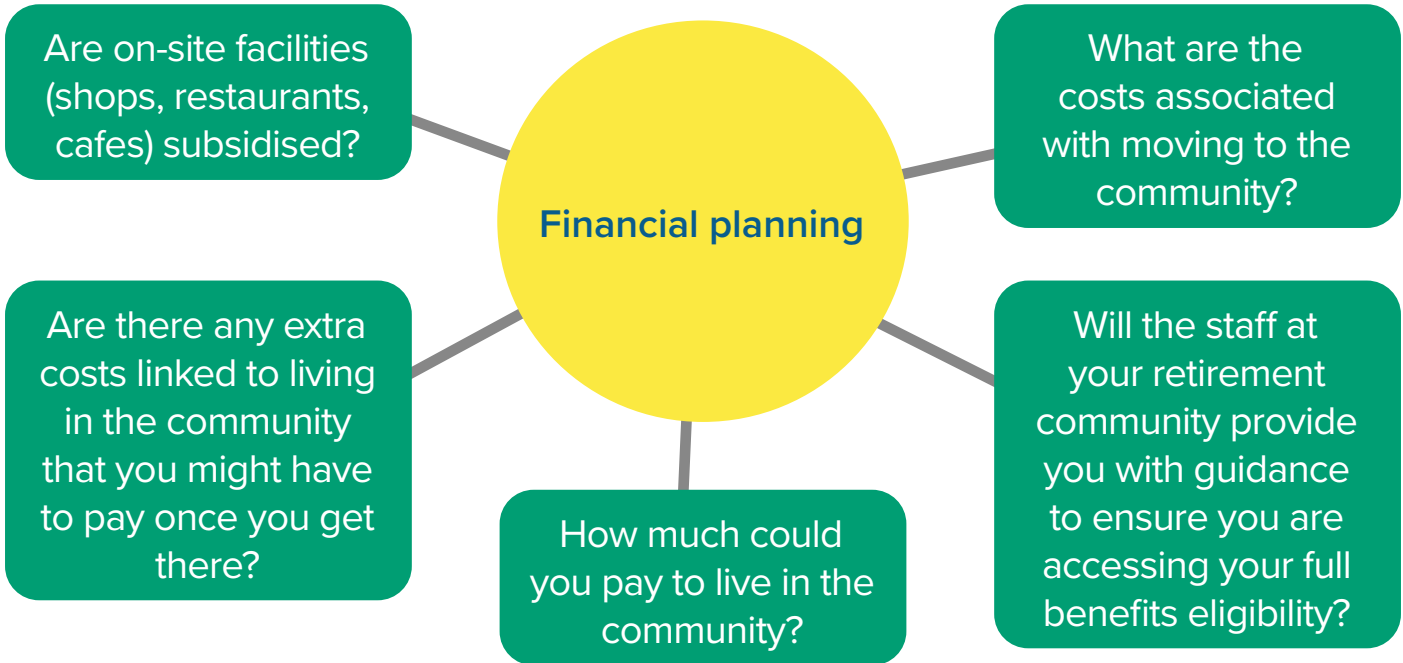
From our research we have listed below the main reasons people gave for moving to a retirement community.

If any of these apply to you then we have outlined suggested questions that you might want to think about as you visit different retirement communities. These questions might help you in making your decision about which community you could move to.









Deciding where to move

Once you have decided if you want to move to a retirement community it is then important that you do your research about which community you would like to live in.

One of the most important things to do is to visit different communities to get a sense of which community you might be the happiest to live in. It might also be worth you looking at the things that help and hinder settling into retirement communities on [pages 34 to 51](#)).

These could give you other things to think about. Some of the things that people think about when deciding which community to move to are outlined on the following pages.

Location

Being in a totally new location far away from friends and family can make settling into a community more difficult. You might ask yourself is the community in a place you like and is it near friends and family. Being near other people can help you in your adjustment to the community and make it easier to see your loved ones.

Familiarity

When undergoing a major life change finding things that are familiar helps us feel more comfortable and at home. People are often drawn to communities that somehow feel familiar. This can be the location, the kinds of residents in the community, the setting of the community, or the culture of people in the community (e.g., residents from ethnic minority groups or the LGBTQ+ community). As you visit different communities be aware that you will probably be drawn to those places that somehow feel familiar.

Friendliness of residents and staff

One of the major factors that influences how much someone wants to move to a community is how friendly they find other residents and staff when they visit. This is really important as these people will be your neighbours and future friends so it is important that you feel that you would want to get to know people in that community.

Costs

There are lots of different options for retirement community living designed to suit people with a range of budgets. You can also buy your home or rent if you prefer. It is important to shop around to see how much you will pay in different communities, particularly if money will be a concern. If buying or renting your new home it is important that you also ask about any potentially 'hidden' extras. This can include things like event fees and maintenance fees. As this can be difficult to gauge before moving in, it may be useful to speak to current residents and get their advice.

Thinking about whether to move to a brand new or existing community

There are different pros and cons to consider when thinking about moving to a new or existing retirement community. In a new community you will be the first to move into your new house, a group of residents will all move in at the same time which builds a sense of camaraderie and togetherness and can make it easier to develop friendships and your community will have up-to-date features. However, the downsides can be that the community may not be fully finished when you move in (meaning ongoing building work), there could be some teething issues with your home and the facilities you were promised may not be ready when you move in.

Moving into an existing retirement community means that all the facilities are in place and staff will be well-versed in supporting you. However, people more often report issues with the social side of meeting new people when existing residents have established groups and friendships. It is worth thinking in advance about the differences between new and existing communities.

Thinking about whether to live in an integrated community

Lots of retirement communities are designed to be integrated with their broader 'outside' communities. This means that people who don't pay to live in your retirement community can pay to have access to your facilities or clubs. Some retirement communities even have nurseries on-site!

This is something that some residents like as they feel part of a bigger community, but others don't really like this as they dislike other people for using their facilities, for many different reasons. Look at whether the community you are visiting is an integrated retirement community and think about whether this would suit your personality.







Starting the process of moving to a retirement community



Moving timeline overview

As you move into the community there will be different things to think about as you get closer to your moving date. Below are things to consider at different timepoints leading up to your move. We have also included a date to complete by so that you can write down when you will need to complete different things by.



1

12 to 6 months before moving

Budget

Reflect on where you want to live

Research different communities

Decide

2

3 to 1 months before moving

Investigate

Plan for any downsizing

Notify providers of your move

Organise how you will move

Pack

3

**1-2 weeks
before moving**

- Change your address
- Finish packing
- Downsize
- Register to vote
- Redirect Post

4

Moving In

- Notify final groups
about your move
- Settle in



Moving Timeline detail

1

12 to 6 months
before moving

Budget

Calculate and finalise your **budget**.

Reflect

on an **area or a potential area** where you would like to live – consider distance from friends and family.

on the **type of property** you would like (e.g., flat, house, bungalow).

on the **size of property** you would like (e.g., one bedroom, two bedroom etc).

Research

the **different types of retired living** offered in your area.

Go and **visit** different retirement communities (including the village and the housing).

Decide

on where to move to. Make sure you give yourself at least 6-9 months to plan your move and time to sell/give notice on your current property.



Investigate and explore the **local area** (e.g., what are the shops and facilities like, is there any green space, does it have the things you need, is it easily accessible from the retirement village).

Plan on **what you want to take** and what you might leave behind/ donate/throw away (see [page 26](#) for further advice about downsizing).

Notify companies of your move. We have a list of possible companies that you may need to contact on [page 44](#) so you can write down all their details and when you need to cancel or update by. Some of these include:

Billing providers Internet, Mobile phone, Landline etc.

Utilities Speak with your retirement community about whether you will need to set up new accounts for your utilities, or whether this is done for you.

Landlord/ Housing agency If you are renting your current property you will need to give notice that you intend to move out. Notice periods can differ between different contracts. Look at your contract to see how much notice you need to give and how you are required to give notice (by phone or in writing).

Insurance companies (policies may need changing – especially for life and/or home insurance).

Benefits any benefits or pension. In the toolkit appendix we also have current contact information for different benefits.

Memberships (e.g., gym, magazine subscriptions, charities). Don't forget to look for replacements in your new community – some chains allow you to keep the membership but change the location. If you need to cancel a membership somewhere you may need to give at least one month's notice.

Organise how you will move (e.g., using a moving company, help from family and friends) and book this for your move in date.

Pack Start packing!



3

1 to 2 weeks
before moving

Change your address (see list on [page 44](#))

on your **driver's license**. More information on how to do this is in the appendix.

with your **bank** (and online/mobile banking if used). You can normally do this through online banking, phone or in-branch.

Finish packing

Downsize Donate/throw away – depending on how much or little you needed to downsize.

Register to vote at your new address. More information available on this in the appendix.

Redirect Post Arrange for your post to be redirected – this can be done easily using the Royal Mail redirection service. This does incur a cost starting at around £35. There is more information on this in the appendix.

Notify the following groups of your change of address:

Local council

HMRC (Revenue and Customs)

Doctors/ GPs You will need to make sure you are registered for healthcare in your new area. Your retirement community may have a list of possible contacts for you

Dentist

Opticians

Settle in make yourself at home!



Downsizing

Many people find downsizing difficult when they move to a retirement community – its very normal. Here are some ideas to help with downsizing as you transition into retired community living.

Give to friends and family

It can be challenging to throw away possessions that may mean a lot to you so a good way of helping with this is to donate items to friends and family. This may help children or other family members to have access to things they wouldn't otherwise and could be a way to keep them connected to the family (particularly if the item is of sentimental value or related to the family in some way e.g., an heirloom).



Donate to charity

Another method of donation is to give to charity. This is a good way of other people getting to re-use possessions which you loved and may help to reduce negative feelings that can occur when throwing away, selling or donating.

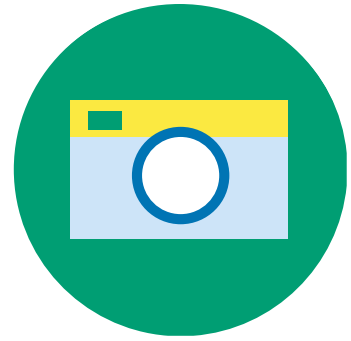
Sell items

If you don't want to give the possessions to friends and family or donate them, you could sell them, e.g. car boot sales. This can be a good way of making money from your used possessions which you could use and maybe put towards something new for your new home.



Take photos

If you have something which you want to have a memory of but no longer have space or no longer need, a good way of keeping that memory is to take a picture of it. That way you can keep the memory in a way that is easier to store in your new home.



Reframe downsizing

It can be helpful to view downsizing as part of a fresh start and to frame it in a positive light. A way of “reframing” this could be to view it as ‘rightsizing’ and prioritising items which best suit your new life in your new home and community.

Employ a company

Hiring a company to help with downsizing and the moving process can be a useful way of going through the process. This may help to take the pressure off of you and your family and reduce the to-do list. However, using a company may only be feasible if you are financially able to do this, so the cost would be something to keep in mind.



Get help from friends and family

Downsizing your items with friends and/or family could be a useful way of organising items without the use of a company. Gaining another perspective from a loved one may help with deciding on what to keep, donate, sell or throw away.

Make a list

It may be helpful to make a list with different sub-headings as you are downsizing. For example, you could have a list for ‘keep’, ‘donate’, ‘sell’ and ‘throw away’, to try and make the process easier and more manageable.







Settling into life in the retirement community



Advice from staff and current residents

We asked staff and current residents what advice they would give to people when moving into a retirement community that could help them settle in. Below are some of the things that people suggested



Give yourself time

Moving to a retirement community is a significant step in a person's life, and for many people it can take a while for them to feel at home there.

Alongside feeling at home you will also need to get to know other residents, find your way around in your new community, find out who you need to contact for support and learn about all the activities you might want to take part in.

When you bear all this in mind it is understandable that it might take you longer than a few days to feel settled in. Be kind to yourself and give yourself permission to take the time you need to get used to your new home.



Get involved

One of the main things said by both staff and residents is that it is important to try and get involved in your new community. This can be through group activities and clubs, through volunteering or going to coffee/tea with other residents.

Both staff and residents recognise that everyone may not want to get involved immediately, and that sometimes you need a little time to settle in. They also recognise that not all people will want to get involved in everything, but there can be small ways you can get involved in your community which can help you meet new people and feel part of the community.

Both staff and residents shared concerns that some people may become lonely and isolated in the community and that getting involved in an important way to avoid this.



Reach out for support if you need it

If you are finding the transition difficult, remember that you can reach out to the support services available in your community. Staff are there to provide support when you feel you need it or will have access to further services they can link you in with.



Try something new

There could be lots of new activities and clubs and things to try in your new community. This can be a real opportunity for you to try something new or different! Some residents have reported being surprised at the things that they have enjoyed once moving to a retirement community, and treating this move as an opportunity to try new things can be enjoyable.

Buy yourself something new

When moving to a retirement community people think a lot about downsizing and having to give up personal possessions. However, residents have shared that it can help to buy yourself something new that will look nice in your new home. Sometimes the furniture and furnishings you had in your old house may not look right in your new space, so it can be worth thinking about new things that are better suited to that space.



Advice from staff and current residents

continued



See what support is available to new residents

When moving to a retirement community there will be lots of staff who are employed to support you on-site. There are often lots of people who have different responsibilities for supporting residents. Getting to know what support is available and who to contact is important (to help you with this we have the 'who to contact' resource on [page 56](#)).

It is also worth being aware of what specific support is available to new residents. Some retirement communities have welcome events for new residents. Some have buddying schemes where you are paired with another resident when you move in who shows you round and helps introduce you to others. It is worth asking your new community whether this kind of support is available to you as you move in.

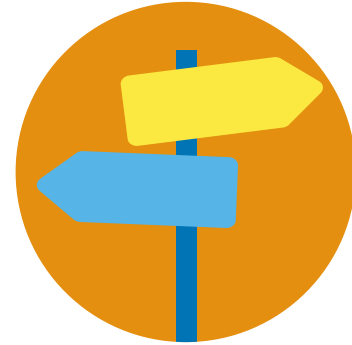


Approach the move with a positive mindset

Moving to a new home can be challenging and it is important to remember this during the moving process. Despite the challenging parts of moving, residents and staff highlighted the importance of approaching the move with a positive mindset. Try to think about how retirement living could help you and the new opportunities it can bring, such as meeting new people and getting more involved in group activities.

What can help new residents to settle in?

Our research, previous research, existing residents and staff all indicate there are a number of things that people can find helpful as they settle into life in their retirement community.



Getting involved in the community and making new friends

One of the main things that helps people feel settled and happy in their new home is feeling that they belong to the community and that they have friends. Research studies indicate how important our social relationships are for our health and wellbeing. It isn't surprising therefore that those people who are the happiest in their community are those with the closest bonds in the community.

There are several ways that people can get to know others and feel part of the community. The most common ways that people do this are by volunteering in the community, joining in with community activities or attending communal mealtimes.

It is your choice and decision

Research consistently shows us that people are most happy in a retirement community if the decision was theirs rather than other people's e.g., a family member or doctor. If the decision to move was something that you were in agreement with you are a lot more likely to settle into your new community. If you didn't want the move then it is important that you feel that you are able to have some sense of control once you move into the community. This can be by doing things that you want to do.



Keeping in touch with friends and family outside the community

Just because you may move away from existing friends and family does not mean that you shouldn't stay in touch. Indeed, research shows us that those people who are happiest in their communities still maintain contact with people from their previous home.

Having people to come visit you, and you visiting them won't make you feel less at home in the long-run. For example, you can still invite friends and family over to have meals together. It is when people have a good balance of in-community and out-community relationships that they tend to be happiest.



What can help new residents to settle in?

continued



Friendly community

When other residents and staff are friendly and welcoming this really helps new residents to feel settled in. Some communities make a point of being welcoming to their new residents and you might find that existing residents and staff come round to meet you and welcome you.



Personality and attitude to the move

Research shows us that part of how well we settle in is the attitude that we have towards the move itself. When people are open to new experiences, approach the move with a sense of humour and 'put themselves out there' they are more likely to settle in.

If you feel shy about putting yourself out there, then there are things that you can do to make connections with others. The easiest way to connect with others is finding common ground. So join a club or activity that you enjoy and the chances are you might find some other people you share common ground with.



What can make it hard to settle in

From our own and other research studies we know there are a number of things that people can struggle with when they move to these kinds of communities. We have listed some of those things below along with some suggestions for what you might do to navigate these.



Privacy and boundaries

One of the things that can be hard to get used to when you move to a retirement community is the difference in terms of privacy. You will have a lot more shared space in a retirement community like communal restaurants and communal entertaining spaces and sometimes people in these spaces want to chat, and sometimes they want to be left alone. This is something that can take some figuring out when you move to your new home. Sometimes you can find that existing residents may not always respect your personal private spaces.

For example, people may knock on your door to try and encourage you to come out when you would rather be left alone. Existing residents say it is important to set boundaries with your own home so that you can maintain your privacy. Your home will be your own space. You don't always have to invite people into your home if you want to maintain your privacy and can suggest that you meet in a communal space instead.



Getting used to communal living

If you have never experienced communal living before, retirement community living may feel very different from your previous home. You will have to share spaces with the same people and sometimes existing residents can be quite territorial about communal spaces (a common example we heard was “you can’t sit there that is Mrs X’s chair”). Remember to be kind to yourself as you get used to this kind of living, it will feel quite different and you don’t have to like it straightaway.

There will be lots of unspoken rules about using these spaces from other residents, and you need to figure out what will be the most comfortable way for you to navigate these. Talking to a buddy (another resident) about this may help finding out the unspoken rules. Most importantly you need to feel you belong – if you don’t or others make you feel unwelcome talk to the staff at the community.

What can make it hard to settle in

continued



Rules and regulations

New residents can have difficulties understanding the rules and regulations that each community has. These are things that aren't always obvious when you are looking around the community. Some of the retirement communities we have been to have rules about what you can put in your front garden and whether you can make changes to existing furniture amongst many others. Understandably, this may be frustrating and make it difficult to adapt to life in the community after you may be used to having more time and space to yourself.

It is worth speaking to management to understand why they have the rules and regulations that they have. For instance, it might be that you are living in a site that is listed and there are certain rules that the whole community needs to abide by.

Generally staff are really approachable and happy to explain things to you when you ask!





Cliques, gossiping and lack of friendliness

One of the main difficulties we saw in our research and other people's research was cliques (close knit groups of residents who have their own rules and expectations of retired living and may not be easy to connect with initially), gossiping and unfriendly residents.

Existing residents often form groups of friends who seem unwilling to get to know new residents. On rare occasions these groups can be quite unpleasant and can show extreme behaviour such as gossiping about other residents or even bullying. It is important to remember why people might end up being cliquey or gossiping. When there are so many residents living in one place you can't get to know everyone, and so we naturally break-off into smaller groups with others we feel comfortable with.

When people have lived in a community for a long-time they can forget what it was like to be new, and even feel frustrated with a seemingly never-ending stream of new people. If you find that certain groups of people are not willing to get to know you then it is their loss!

Gossiping is also a way that people relate to one another and strengthen a bond they have. It is unfortunate that strengthening their bond can mean behaviour that is hurtful towards others. You don't have to become friendly with everyone in the community, and if you find that certain behaviours are things you don't like then you will find others who you will like more.

You might also find that not all residents are friendly. Some of the residents we spoke to reported having quite negative first experiences when they moved in which unfortunately impacted how much they wanted to get to know additional residents. It is worth remembering there will be some friendly people within the community, it's just a case of finding them. Try not to get disheartened if others aren't always friendly, that person could also just be having a bad day or find it difficult talking to new people.

It is still worth trying to meet other people in some of the ways mentioned. In the words of one of the staff members that we spoke to "you just need to find your tribe!" Everyone has the right to feel safe and secure in their living environment. If you feel effected by any of this, it is important to reach out and discuss with staff members.

Appendix I

Retirement community comparison tables

It may be helpful to make a table to note down the different features of the properties when you visit. This will help you compare your options at a later date. We have provided two examples here. Feel free to add your own entries or create your own table from scratch.

Property:

Characteristic	Your description
Type of property	
Location	
Cost	
Number of bedrooms	
Are pets allowed?	
Guest suites available?	

Feature	Score out of ten
Your accomodation	
Living area	
Kitchen	
Bedroom/s	
Community activities	
Surrounding area	
Leisure Facilities	
Social Facilities	
Outside Spaces	
Friendliness of staff	
Friendliness of residents	
Overall Atmosphere	

Appendix II

Companies that you may need to contact

Electricity Provider:

Contact number:

Notice period:

Date notice must be served by

Water Provider:

Contact number:

Notice period:

Date notice must be served by

Gas Provider:

Contact number:

Notice period:

Date notice must be served by

Internet Provider:

Contact number:

Notice period:

Date notice must be served by/
address changed by:

If you will be changing internet provider note that it can take over a month before an engineer can visit your new home, so always look into booking your new set-up at least a month in advance.

Mobile phone provider

Contact number:

Notice period:

Date address should be changed by:

Landline phone provider:

Contact number:

Notice period:

Date notice must be served by/
address changed by:

Landlord/housing agency

Name:

Universal credit

Date address should be changed by:

Pension credit

Date address should be changed by:

Disability benefits

Date address should be changed by:

Housing benefit

Date address should be changed by:

Contact:

Notice period:

Date notice must be served by:

Car insurance provider

Contact:

Notice period:

Date address must be changed by:

House insurance provider

Contact:

Notice period:

Date address must be changed by:

Appendix II Continued

Pet insurance provider

Contact:

Notice period:

Date address must be changed by:

Life insurance provider

Contact:

Notice period:

Date address must be changed by:

Other insurance provider

Contact:

Notice period:

Date address must be changed by:

Membership 1 provider

Contact:

Notice period:

Date address must be changed by:

Membership 2 provider

Contact:

Notice period:

Date address must be changed by:

Membership 3 provider

Contact:

Notice period:

Date address must be changed by:

Membership 4 provider

Contact:

Notice period:

Date address must be changed by:

Bank name

Contact:

Notice period:

Date address must be changed by:

Local council name

Contact:

Notice period:

Date address must be changed by:

Appendix II

Companies that you may need to contact

Service	Name of Provider
Electricity	
Water	
Gas	
Internet*	
Mobile phone	
Landline Phone	
Landlord/housing agency	
Universal credit	
Pension credit	
Disability benefits	
Housing benefit	
Car insurance	
House insurance	
Pet insurance	
Life insurance	
Other insurance	
Membership 1	
Membership 2	
Membership 3	
Membership 4	
Bank	
HMRC	

**If you will be changing internet provider note that it can take over a month before an engineer can visit your new home, so always look into booking your new set-up at least a month in advance.*

Contact number / email	Notice Period	Date notice must be served/ address changed by	Done?

Appendix III

Other useful contacts and information

Contact details for change of address from gov.uk website. Please note that this information was collected in 2023 could be subject to change over time.

Universal credit

Website: [gov.uk/universal-credit/changes-of-circumstances](https://www.gov.uk/universal-credit/changes-of-circumstances)

To change address you need to sign into your Universal Credit account:

[gov.uk/sign-in-universal-credit](https://www.gov.uk/sign-in-universal-credit)

Information for Scotland: mygov.scot/if-your-circumstances-change

Pensions

Website: [gov.uk/pension-credit/change-of-circumstances](https://www.gov.uk/pension-credit/change-of-circumstances)

Contact the Pension Service to:

- get information about your State Pension
- report a change in your circumstances, such as a change of address or bank details
- report a death
- ask any other questions you have related to your State Pension

Phone lines

Monday to Friday, 8am to 6pm

Find out about call charges: [gov.uk/call-charges](https://www.gov.uk/call-charges)

Telephone: **0800 731 0469**

Textphone: **0800 731 0464**

Relay UK (if you cannot hear or speak on the phone):

18001 then **0800 731 0469**

British Sign Language (BSL) video relay service if you're on a computer:

connect.interpreterslive.co.uk/vrs?ilc=DWP

Find out how to use the service on mobile or tablet: youtu.be/oELNMfAvDxw

Welsh language: **0800 731 0453**

Welsh language textphone: **0800 731 045**

Driving license

You can change your address online: [gov.uk/change-address-driving-licence](https://www.gov.uk/change-address-driving-licence)

or you can do this by post by filling in the 'changes' section on letter D741 that came with your licence. Then send both your photocard driving licence and the letter to: [DVLA, Swansea, SA99 1BN](https://www.gov.uk/dvla)

Disability benefit:

Contact the Disability Service Centre to get advice or information about a claim you've already made for Personal Independence Payment, Disability Living Allowance or Attendance Allowance.

The website also has an option to view the services in Welsh.

[gov.uk/disability-benefits-helpline](https://www.gov.uk/disability-benefits-helpline)

Information for Scotland: [mygov.scot/if-your-circumstances-change](https://www.mygov.scot/if-your-circumstances-change)

Personal Independence Payment (PIP)

Phone lines

Monday to Friday, 8am to 6pm

Find out about call charges: [gov.uk/call-charges](https://www.gov.uk/call-charges)

Telephone: [0800 121 4433](tel:08001214433)

Textphone: [0800 121 4493](tel:08001214493)

Relay UK (if you cannot hear or speak on the phone):

[18001](tel:18001) then [0800 121 4433](tel:08001214433)

British Sign Language (BSL) video relay service if you're on a computer:

connect.interpreterslive.co.uk/vrs?ilc=DWP

Find out how to use the service on mobile or tablet: youtu.be/oELNMfAvDxw

There's a different number if you want to make a claim for PIP, find out more on the website:

[gov.uk/pip/how-to-claim](https://www.gov.uk/pip/how-to-claim)

Alternative formats

Call to ask for alternative formats, such as braille, large print or audio CD.

Appendix III continued

Disability Living Allowance (DLA)

If you've made a claim for Personal Independence Payment (PIP) and you want to talk about Disability Living Allowance, you need to call the PIP number instead.

If you were born after 8 April 1948

Phone lines

Monday to Friday, 8am to 6pm

Find out about call charges: [gov.uk/call-charges](https://www.gov.uk/call-charges)

Telephone: **0800 121 4600**

Textphone: **0800 121 4523**

Relay UK (if you cannot hear or speak on the phone):

18001 then **0800 121 4600**

British Sign Language (BSL) video relay service if you're on a computer:

connect.interpreterslive.co.uk/vrs?ilc=DWP

Find out how to use the service on mobile or tablet: youtu.be/oELNMfAvDxw

If you were born on or before 8 April 1948

Phone lines

Monday to Friday, 8am to 6pm

Find out about call charges: [gov.uk/call-charges](https://www.gov.uk/call-charges)

Telephone: **0800 731 0122**

Textphone: **0800 731 0317**

Relay UK (if you cannot hear or speak on the phone):

18001 then **0800 731 0122**

British Sign Language (BSL) video relay service if you're on a computer:

connect.interpreterslive.co.uk/vrs?ilc=DWP

Find out how to use the service on mobile or tablet: youtu.be/oELNMfAvDxw

Alternative formats

Call to ask for alternative formats, such as braille, large print or audio CD.

Attendance Allowance (AA)

Phone lines

Monday to Friday, 8am to 6pm

Find out about call charges: [gov.uk/call-charges](https://www.gov.uk/call-charges)

Telephone: **0800 731 0122**

Textphone: **0800 731 0317**

Relay UK (if you cannot hear or speak on the phone):

18001 then **0800 731 0122**

British Sign Language (BSL) video relay service if you're on a computer:

connect.interpreterslive.co.uk/vrs?ilc=DWP

Find out how to use the service on mobile or tablet: youtu.be/oELNMfAvDxw

Alternative formats

Call to ask for alternative formats, such as braille, large print or audio CD.

Housing benefit

To notify a change of circumstance (including a change of address) for your housing benefit you need to contact your local council:

Find your local council: [gov.uk/find-local-council](https://www.gov.uk/find-local-council)

After following this link, you will be directed to a page titled 'find your local council', where you will need to enter your postcode. Following this, you will be linked to your local councils website, where you can find how to contact them.

Information for Scotland: mygov.scot/if-your-circumstances-change

HMRC (Revenue and Customs)

Update your address with the HMRC using the link below:

[gov.uk/tell-hmrc-change-address](https://www.gov.uk/tell-hmrc-change-address)

Use this service to update your address for:

- Income Tax
- National Insurance
- State Pension
- tax credits and Child Benefit

To sign in you need a Government Gateway user ID and password. If you do not have a user ID you can create one when you update your address.

You need to wait until you've moved before telling HMRC about your new address.

Appendix III continued

Registering to vote

Register to vote at your new address using the link below:

[gov.uk/register-to-vote](https://www.gov.uk/register-to-vote)

You can use this service to:

- Get on the electoral register so you can vote in elections or referendums
- Update your name, address or nationality by registering again with your new details
- Get on or off the open register

This service is also available in Welsh (Cymraeg): [gov.uk/cofrestru-i-bleidleisio](https://www.gov.uk/cofrestru-i-bleidleisio)

Who can register

You must be aged 16 or over (or 14 or over in Scotland and Wales).

You must also be one of the following:

- A British citizen
- An Irish or EU citizen living in the UK
- A Commonwealth citizen who has permission to enter or stay in the UK, or who does not need permission
- A citizen of another country living in Scotland or Wales who has permission to enter or stay in the UK, or who does not need permission

Check which elections you're eligible to vote in: [gov.uk/elections-in-the-uk](https://www.gov.uk/elections-in-the-uk)

You can vote when you're 18 or over. If you live in Scotland or Wales, you can vote in some elections when you're 16 or over.

You normally only need to register once - not for every election. You'll need to register again if you've changed your name, address or nationality.

You can register online in approximately 5 minutes.

Postal redirection service:

Website:

royalmail.com/personal/receiving-mail/redirection

The service ensures that your mail moved with you, whether you are moving to another home in the UK or abroad. The redirection service is available for personal customers or business customers. The service ensures:

- You won't miss important documents
- You'll help prevent personal details falling into the wrong hands and becoming a victim of fraud.
- You will receive home move offers

You can redirect your mail to any UK or overseas address for 3, 6 or 12 months from just £33.99.

They also offer lower concession prices for those on Universal Credit or on a Pension. Details on these lower prices can be found here:

royalmail.com/receiving/redirection/concessions

Appendix IV

Contacts for your new home

Below is a form that you can fill in yourself so that you know who you will need to contact in the case of needing different kinds of support while in the village.

RETIREMENT COMMUNITY MANAGER

Name

Telephone

Email

Working Hours

HOSPITALITY INFORMATION

Name

Telephone

Email

Working Hours

NON-EMERGENCY HEALTH ISSUES

Name

Telephone

Email

Working Hours

FINANCE AND WELFARE

Name

Telephone

Email

Working Hours

WELLBEING SUPPORT

Name

Telephone

Email

Working Hours

TECHNICAL SUPPORT

Name

Telephone

Email

Working Hours

Appendix IV continued

ACTIVITY AND CLUB INFORMATION

Name

Telephone

Email

Working Hours

RESIDENT ASSOCIATION (group who represent residents at meetings with senior management who share resident concerns)

Name

Telephone

Email

Working Hours

MAINTENANCE

Name

Telephone

Email

Working Hours

Notes

A series of 20 horizontal white lines for writing notes, separated by light gray borders.

