Customer Move-In Voucher Incentive

Plain English Summary – Part of the L&Q Incentives Suite

How this document fits together

This document should be read together with the L&Q "Incentives – Plain English Guide". The Guide explains the general rules that apply to all incentives. This document explains the extra rules that apply specifically to the Customer Move-In Voucher Incentive.

What this incentive is

L&Q offers a £250 move-in voucher to some new tenants who move into an eligible home. All general incentive rules in the Incentives – Plain English Guide apply, as well as the specific rules below.

Who can receive the voucher?

You may receive the £250 move-in voucher only if all general incentive conditions are met and:

- - You pass all eligibility, affordability, referencing and Right to Rent checks.
- - You sign a tenancy agreement for a London Living Rent, Rent to Buy or Intermediate Market Rent home.
- - You move into the property on or before 31 December 2026.
- - You request the incentive on your Express of Interest Form (EOI)

If you do not move in by this date, the voucher will not be paid, even if all other conditions are met.

Voucher details

- - The voucher value is £250.
- - Only one voucher is available per home, even if there is more than one tenant.
- - The voucher will be provided either as a physical gift card sent to the tenancy address, or as an e-voucher sent by email to the main tenant.
- - Vouchers are normally issued within 75 days of the tenancy start date.
- - Delays caused by voucher providers are outside L&Q's control.

Scheme-specific rules

The following scheme rules apply, in line with the Incentives – Plain English Guide:

- London Living Rent: GLA eligibility rules apply, including income limits, priority criteria and London residency requirements.
- Rent to Buy: Programme rules apply, including affordability checks and an intention to save towards buying a home.

- Intermediate Market Rent: Income limits, priority criteria or local authority nomination rules may apply.

When the voucher will not be paid

In addition to the general exclusions set out in the Incentives – Plain English Guide, the voucher will not be paid if:

- - The tenancy start date is after 31 December 2026.
- - The tenancy is cancelled, withdrawn or does not go ahead.
- - You fail referencing or Right to Rent checks.
- - You already occupy the property.
- - You did not request the voucher within your Expression of Interest form

Important information

- - The voucher cannot be transferred or exchanged for cash.
- - Voucher expiry dates and usage rules are set by the voucher provider.
- - L&Q may amend or withdraw this incentive at any time.
- - Any decisions about eligibility or payment are made by L&Q.

Contact

If you have any questions about this incentive, please contact the Intermediate Rent Team.