

Before You Move In

When you move into one of our homes, you can be sure that we have checked the property over thoroughly. We have checked your home for safety, security, cleanliness and to make sure everything is operating as it should.

Before we let you move in, we have assessed the property for repairs and decorating needs using a 'Relet Standard'. We may do some of the work identified after you have moved in. Generally speaking, the internal decorating is normally the responsibility of the new resident. See Repairs and Maintenance section of the handbook.

A member of our staff will normally have shown you around your new home before you moved in and hopefully have answered any questions you have. However, if you have any other questions, you may find the answers in this handbook or you can contact your housing officer.

Keys To Your Home

You will have been given two sets of keys to your home. We DO NOT keep spare sets. The keys belong to you but you must give them back to us when you move out. If you want to fit extra locks to your doors and windows, you can, providing you get permission from your housing officer first. If you lose your keys, it is your responsibility to replace them and pay for any lock changes.

Insurance

The Association insures the cost of rebuilding your home, but we DO NOT insure your personal contents. You need to ensure that your personal possessions and our property are insured against ALL RISKS. You should also consider insuring your possessions against accidental damage. Most insurance companies will provide you with a free quote.

Your Utilities

Gas: make sure you know where your gas meter is and how to turn the gas off. Take **all** readings from the meter when you move in and contact the gas company to get the bill put into your name. If you don't know who is supplying the gas to your home contact National Grid's Meter Helpline on **0870 608 1524**. Tell them your meter serial number - this can be found on your meter - and ask them for your MPRN number and name of your registered supplier.

Electricity: make sure you know where your electricity meter and consumer unit is and how to turn the supply on and off. Take **all** readings from the meter when you move in and contact the electricity

company to get the bill put into your name. If you don't know who is supplying the electricity to your home contact the Meter Point Administration Service on **0845 603 0618**.

Water: make sure you know where the cold water and stop tap is and how to turn it on and off. Contact the water supplier for your area - look under Water and Sewage Services in the phone book - and tell them that you are the new resident.

Council Tax

You should contact the Local Authority to register as soon as you can.

Television Licence

If you intend to use a television at the property, you must obtain a licence. There are a number of ways you can obtain a licence:

- Online at www.tvlicencing.co.uk
- By direct debit, over the phone call **0300 790 6131** or at a payment outlet.
- By post, please make your cheque payable to TV licensing and write your name, address and postcode on the back. Send your payment to:

Customer Services
TV Licensing
Darlington
DL98 1TL

- If you receive income-related state benefits and would like to pay by instalments, you may be eligible for the Cash Easy Entry scheme, which can help you spread the cost further. Call **0300 555 0286** for more details.

Welfare Benefits

If you are claiming benefits, you need to tell the relevant agencies your new address. If you are claiming Housing Benefit you need to complete a new claim form and take it to the Local Authority straight away.

Telephone

If you want a landline telephone you will need to contact a telephone company to arrange for connection.

Adaptations

If you have a mobility problem and need alterations or adaptations to your home, such as grab rails in the bathroom, a shower rather than a bath we may be able to help.

We have a limited budget available for these alterations and therefore we may have to prioritise according to need but grants may be available from other sources and we can give you advice about this if we are unable to help.

Please contact your housing officer for more details.