

Section 02 **Moving into your new home**



In this section you will find information to help you settle into your new home. Before you have moved in, we will have checked the condition of your home to make sure it is safe and secure.





## How do I get my gas, electricity and other services connected?

Before you move into your new home, we have to make sure your gas and electricity supplies are safe.

### Gas

In most regions of the Partnership, when you move in you will be provided with a Landlords Gas Safety Record and have a fully working gas supply and heating system, if the property has a mains gas supply. All you need to do is decide on a gas supplier, contact them with the meter reading and they will send you any cards or keys that may be required. However, in some regions, for safety reasons, your gas supply will have been sealed off. You will need to decide on a gas supplier, contact them with the meter readings and they will send you any cards or keys that may be required. If there is no meter your supplier will arrange for one to be fitted.

Once you have received your gas cards or the meter is fitted, contact our gas contractor whose details will have been given to you when you signed your Tenancy Agreement. They will send a gas engineer to your home and unseal the supply pipe, check the boiler and issue a Landlords Gas Safety Record.

Please do not allow anyone except our Gas Safe Contractor to remove the seal on your gas supply. Our contractor will not reconnect the gas supply outside normal working hours.

If you have a card or key meter, please make sure you have at least £5 credit for the checks to be completed.

### Electricity

You need to decide which company you are going to buy your electricity from. You will need to tell the electricity company:

- your name and address
- the meter reading and the date you moved in
- how you are going to pay.

You can have an electric or gas payment meter fitted in the property, which you can arrange with your supplier, but please check with us first so we can keep a record of it.

If you arrange your gas and electricity supplies in this way, it will ensure that the supplier knows the date you moved in, so that you do not then become liable for the previous customer's bill payments.

### Telephone

Contact the phone company you would like to use. If you had a phone at your last address, you may be able to take your phone number with you. If there is a phone line in your new home, you may only have to pay a reconnection fee.

### Water supply

Your water supply should be connected when you move in. Contact the water company and give them:

- your name and address
- the date you moved in.

The water company can set up your account. If you pay your water rates to us you do not need to do this. We will tell you if this is the case.

Having a water meter fitted can help you to save money on your water bills. If you want to have a water meter fitted, please check with us first so that we can keep a record of it.

## Do I need to tell anyone that I'm moving?

For a charge the Royal Mail will re-direct mail from your old home to your new home. You can get a form at your local post office. Other people will also need your new address. These include:

- your employer
- doctor and dentist
- TV Licensing - 0870 240 1674
- the DVLA - please see your driving licence for details
- your bank, building society and credit card companies
- your local authority - tell them the date you have moved so that they can send your Council Tax bill and change any Housing Benefit you receive. If you're moving into a new local authority area, you will need to contact them to advise them of the date you move in
- the Benefits Agency - if you receive Income Support, a State Pension or any other allowance.

# Making your house a home

## How many keys will I get for my new home?

We will give you two keys for each lock in your new home. If window locks are fitted, we will give you keys for them. You will have to pay for any extra keys you want, and you can get them cut at a key cutting shop. If your home is fitted with a “suited lock system”, you will have to order them from us.

If you lock yourself out or lose your keys we do not hold spare keys. You will have to arrange to get back in and pay for replacement locks if necessary.

We encourage you to fit door chains and window locks but you should check with us before doing so. Advice from the Fire Service tends to be that, if you have a door chain fitted, only use it when you’re answering the door. We ask you not to fit extra locks on your front door if you live in sheltered housing as your Sheltered Scheme Manager has a master key to get into all the flats in an emergency.

## Can I fit my own carpets in my new home?

Your carpets are your responsibility. All the inside doors have a gap at the bottom to allow for fitted carpets. If you have to reduce

the size of these doors, you will have to arrange and pay for this yourself and you may be asked to put this right when you move out, at your own cost.

## Wooden or laminate flooring

If your new home is a flat, it is really important that you ask for written permission if you want to fit wooden or laminate flooring. This is because it can cause noise problems for your neighbours and it may need to be taken up if certain repairs are required.

## Can I keep a pet?

You may be able to keep a pet in your new home but you must ask us first. Your Tenancy Agreement explains more about this. You can’t keep a cat or a dog if you share an entrance door with other people.

## Will I have a parking space?

You will usually be able to park your car near your home although we do not guarantee a parking space for all residents.

To get guaranteed parking, you would need to rent a garage from us, where they are provided in your area. Where garages are available, there is usually a waiting list, so please enquire early about a garage if you would like one.





## Will I have to arrange my own contents insurance?

Yes, we strongly advise that you take out contents insurance to protect your belongings against flood, fire and burglary. Any damage to your contents, however this is caused, will not be paid by the Partnership and should be claimed against your contents insurance. We have set up an easy and affordable home contents insurance scheme with Royal & Sun Alliance just for our customers.

A leaflet in the front of this pack gives you more details or you can call 08456 718 172.

You do not need to take out buildings insurance as you are not responsible for the building.

### Will I have to do my own gardening?

If you have a private garden, you must keep it tidy. It is your responsibility to maintain trees and large shrubs.

If you share a garden with other residents, we will arrange for someone to do the gardening for you.

### Do I have to tell you if I am away from my home?

You don't need to tell us if you're going on holiday. If you're going to be away for an extended period it may appear that you've

abandoned the property or that you're not using the property as your only home so you must let us know.

Please remember it is very important that you keep up your rent payments while you are away for a short or longer time. Please make sure you tell your Housing Team.

### What should I do with any post that I get that is for a previous resident?

You should write 'Not at this address' on the envelope and put it in the post, to return to the sender.