

# MOVING IN TO YOUR NEW HOME



*"Delivering Excellent Housing Services"*

## Changing Your Address

There is a lot to organise! You need to register your change of address with many different contacts. Below are some of the people you will need to tell that you are on the move:

- Family
- Work
- Doctors
- Council Tax & Housing Benefit (Ashfield District Council)
- Bank
- Insurance company
- Gas supplier
- Water supplier
- Driving licence
- Friends
- School
- Dentist
- Other benefits / pension (DWP / Jobcentre Plus)
- Credit card / loans
- Telephone
- Electricity supplier
- TV licence

You may also wish to re-direct your mail. A 'Moving Home?' re-direction application form can be collected from any Post Office branch, alternatively, call their Customer Service Centre on Tel- **0845 7740 740** and they will send you a form, or you can apply online via the Royal Mail website at [www.royalmail.com](http://www.royalmail.com) to have your mail re-directed to your new address for one, three, six or twelve months.

You will have to pay a charge for this service.

## Gas and Electricity Suppliers

The heating system in your new home may have been drained down and may not be working. Ashfield Homes Heating Engineers may need to visit your home to refill the system and get it working for you.



## Connecting to Gas and Electric Suppliers

Contact the existing gas and electricity suppliers for the property with the following information:

- A meter reading for the property
- Your name and address
- The date your tenancy starts

If you have previously been responsible for a gas or electricity supply, you will also need to provide details of your former address, and a final meter reading at that property.

Your supplier will want to discuss your payment method with you e.g Direct Debit, card meter.

The supplier will then register the accounts in your name.

Useful numbers to find out the current gas and electricity suppliers to the property include:

- **GAS Transco** Tel- **0870 6081542**
- **Central Network Impact** Tel- **0845 6030618**
- **E.ON** Tel- **0800 003400**

Please note, if you are going to be using a card meter for gas, an Engineer from the gas company will usually need to meet you at your new home to 'download' the previous supply - this will be arranged when you phone. The Engineer who comes out will be able to help you arrange the purchase of gas until your payment card and information pack arrives in the post.



If you are going to be using a card meter for electricity, your supplier will send you a plastic payment card or key through the post, along with a list of agents for you to purchase further electricity from in the future. This can take between 7-10 days. While you are waiting for these cards to arrive, you will be given a customer reference number to quote when purchasing electricity.

# Moving in to Your New Home

## Gas and Electricity Suppliers (Continued)

If you are going to be applying for Housing or Council Tax Benefit, you may need your first bill, or 'welcome letter' / information pack from your utility suppliers as proof of residency at your new home.

Once you have been with the existing supplier to the property for one month, you are free to change to a supplier of your choosing. Use a website such as [www.uswitch.com](http://www.uswitch.com) to shop around for the best deal.

Once the accounts are set up and running in your name, please contact the **Repairs Call Handling Centre on Freephone Tel- 0800 479 4999** to make an appointment for one of our Repairs Technicians to visit you at home to get your heating and hot water working. This is called a 'recommission'. The Engineer will also show you how to work your heating system efficiently to help keep your fuel bills as low as possible.

## Decoration Voucher Scheme

Your new home may come with decoration vouchers. Decoration vouchers can be used to purchase decorating materials and associated decorating tools such as paint, wallpaper, paste, paintbrushes, rollers, scrapers, etc. For further information please contact your local Property Shop on:



Hucknall Tel- **0115 956 8713**  
Kirkby in Ashfield Tel- **01623 608932**  
Sutton in Ashfield Tel- **01623 608950**

## Installation of Gas/Electric Cookers

Ashfield Homes can connect cookers for new or existing tenants of Council properties, subject to certain conditions.



Only one cooker can be fitted per property, per year and your home must have the appropriate cooker point available for the work to be carried out. This means that we can only fit a gas cooker to an existing gas point, and an electric cooker to an existing electric cooker point.

Please contact the **Repairs Call Handling Centre on Freephone Tel- 0800 4794999** to arrange for this work to be done.

If you do not have a point already fitted, then you will have to have the cooker fitted by a gas or electric registered contractor and this will have to be done at your own expense. You will need to apply to us for written permission first, and comply with any conditions that we tell you about.

See pages 30-40 for more information on repairs and maintenance.

## Repairs When Let

All electrical and gas fittings should have been checked before you move in.

If there are some repairs that we cannot complete until you have moved in, we will notify you of these. We call these 'repairs when let' and we aim to carry them out within 35 working days of your tenancy start date.

# Moving in to Your New Home



## Sort Out Your Finances!

From the start of your tenancy, you need to agree with your Housing Management Advisor how you are going to pay the weekly rent for your new home to ensure that you do not fall into rent arrears. You may also need to pay a weeks rent before we will provide you with the keys to your new home.



See pages 22-25 for more information on paying your rent.

If you have previously been in receipt of Housing or Council Tax Benefit, you will need to re-apply for benefits at your new home, as they do not automatically transfer to your new address with you.

Your Housing Management Advisor will help you to complete your Housing Benefit Application Form, however it is your responsibility to ensure that the Council have proof of your income and proof of residency at your new address in order that they can assess your benefit claim.

Remember you may wish to arrange contents insurance for your new home to cover your belongings in the event of unforeseen emergencies such as a break-in, fire or flood. A low-cost scheme is available from Ashfield District Council, with the cost of the premiums added to your weekly rent account. Contact your Housing Management Advisor for more details.

Alternatively, use a price comparison website to find a level of home contents insurance that is right for you. There are many available but some examples include:

Compare the Market website- [www.comparethemarket.com](http://www.comparethemarket.com)  
Confused website- [www.confused.com](http://www.confused.com)  
Money Supermarket website- [www.moneysupermarket.com](http://www.moneysupermarket.com)

## New Tenancy Visit

In the first six weeks of you moving in to your new home, you will be contacted by one of our Housing Management Advisors to arrange a 'New Tenancy Visit' at your home. The aim of this visit is to see how you are settling into your home and the area, to ensure that rent is being paid on time, and to answer any queries you may have about your tenancy and the services provided by Ashfield Homes.

You will also receive a 'Welcome Call' from the Repairs Service, introducing you to the services available and explaining how you can report any repair issues you may have.



## TOP TIP:

Get a spare set of keys cut straight away, as we do not keep any, and are not able to provide you with replacement keys if yours are lost or stolen. Instead, we will need to arrange to change the locks to your home and issue you with a new set of keys – for which you may be charged.

