



Section 2

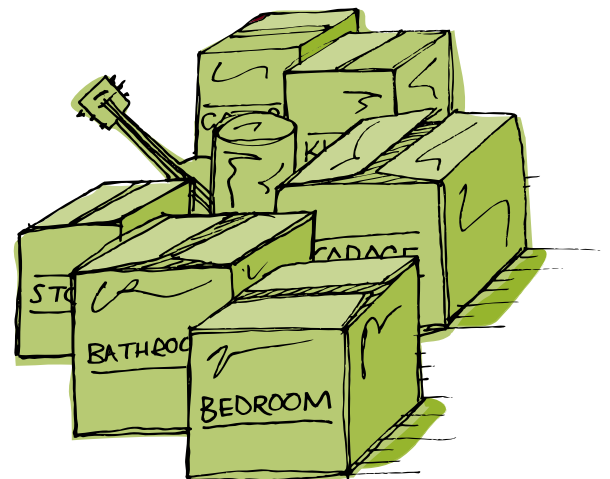
Moving in



In this section

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Moving in – things you need to do

Welcome to your new home! To make sure everything goes smoothly when you move in, there are several things you need to arrange. We are here to help, so if you have any problems, please contact us and we will do our best to help. You can find all our contact details in the 'Contacting us' section.

Moving in checklist

There are lots of things you need to do when you move home; use the checklist to help you keep track of them all.

Things to do	Done ✓
Claim Universal Credit or Housing Benefit and Council Tax benefit. Further information is provided throughout this section.	
Make sure gas and/or electricity is connected to the property.	
Take gas and electricity meter readings.	
Contact gas, electricity and water companies to let them know you are moving in, and to register with them as a customer. Further information is provided throughout this section.	
Get to know your new home: make sure you know where the water stop tap, gas and electric meters and electricity consumer unit (fuse box) are. Make sure you know how to set the heating and hot water controls. Contact us if you need help with this.	
Tell your benefit provider if you have one – contact your nearest Jobcentre Plus, Jobcentre or social security office. Further information is provided throughout this section.	
Contact TV Licensing to tell them you have moved. Further information is provided throughout this section.	
Contact the Royal Mail to redirect your mail from your old address to your new one. This will ensure that you receive all your personal mail, and will help protect you from identity theft. Further information is provided throughout this section.	

Things to do	Done ✓
Contact the local council to tell them you are the new tenant. You are responsible for paying Council Tax on your home. If you are on a low income, you may be able to get Council Tax Benefit to help you pay this. You can apply for this at your local council - it is not included in any Universal Credit claim you make at the Department for Work & Pensions.	
Make a list of all the other people and organisations that need to know you are moving, and let them know. This could include friends and relations, your employer, pension provider, banks, building societies, insurance companies, credit card companies, doctor, dentist, social services, optician, clubs and societies, your children's schools and nurseries, mail order companies, magazine subscriptions.	

Universal Credit, Housing Benefit and Council Tax Benefit

Housing Benefit is paid by the local council to help you with your rent. How much you receive depends on your income and savings. Most people choose to have it paid directly into their rent accounts. Make a claim as soon as possible as payments will only be made from the Monday following the date of the claim. Claim forms are available direct from the council (see the 'Essential Information' section for contact details for your local council). If you already claimed housing benefit before you moved and are moving within the same council area (and not moving from temporary accommodation), you should claim housing benefit unless your circumstances have changed in other ways.

If you were not already been claiming Housing Benefit before you move, you will need to claim **Universal Credit**, which is mostly done online. Visit www.apply-universal-credit to make your claim. There is also lots of advice available from Citizens Advice at www.citizensadvice.org.uk.

Need advice? Please phone us:

0300 111 3555, email us at help@chsgroup.org.uk

Gas and Electricity Companies

Who supplies my gas?

To find out who supplies your gas, call the meter number helpline on: **0870 608 1524**. Have your post code and a pen and paper handy.

Who supplies my electricity?

To find out who supplies your electricity, call UK Power Networks: **0800 783 8838**. Choose option 9 then 2 then 1. Have your post code and a pen and paper handy. This is a free phone number if you ring from a land line; calls from mobiles are charged at a premium rate.

Switching Energy Suppliers

When you move in, it may be a good time to shop around for the best deal. For information on switching energy suppliers or tariffs then please look in Section 9 of the handbook under Affordable Energy.

Water Companies

You are responsible for paying the water and sewerage charges for your home.

To find out who is your provider, call **Water UK on 020 7344 1844**.

It is your responsibility to contact the gas, electricity and water companies to set up your accounts; they will not contact you. Do this as soon as you move in; if you delay, you could find yourself receiving a large backdated bill.

Department of Work and Pensions – Jobcentre Plus

Phone: **0800 055 6688**

(8am to 6pm Monday to Friday.)

TV Licensing

To buy a TV licence for your home go to www.tvlicensing.co.uk

DirectGov – information about public services

You can find lots of useful information about all sorts of public services on the **DirectGov** website: www.direct.gov.uk

Royal Mail – Post Redirection

You can apply for post redirection in 4 ways:

- At your local Post Office
- **By phone: 08457 740 740**
Opening hours are Monday to Friday 8am to 5:30pm
- **Online: www.royalmail.com**
- **By post** – forms are available from the Post Office, by phoning the above number, or you can download one online. **Note:** there is a charge to have your post redirected

Telephone Companies

You can choose who provides your home telephone service. The telephone regulator, Ofcom, has accredited two companies to provide price comparison information for landline users. **Simplify Digital** www.simplifydigital.co.uk and **Broadband Choices** www.broadbandchoices.co.uk

Home Contents Insurance

We do not cover contents insurance as part of your rent payment. It is your responsibility to take out household contents insurance, to insure your furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes.

Home Contents Insurance - Why do I need it?

If you are a tenant who rents, then we do not cover your contents as part of the tenancy agreement. It's a good idea to consider what a home insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Contents insurance is designed to help you protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, CHS have teamed up with Thistle Tenant Risks, and Allianz Insurance plc who provide the My Home Contents Insurance Scheme, a specialist Tenants Contents Insurance Policy.

The My Home Contents Insurance Scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

How do I get more information?

- Ask our Histon office for an application pack.
- Call Thistle Tenant Risks on 0345 450 7288

Alternatively, please visit the www.thistlemyhome.co.uk for more information or to request a call back.

The National Housing Federation is an Appointed Representative of Thistle Insurance Services Ltd. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Lloyd's Broker.

If you do not choose My Contents Home Insurance you should make your own arrangements with an insurance company of your choice. The quickest and easiest way to find competitive insurance quotes is online.

Information for residents of newly-built homes

Moving into a brand new house is different from moving into an older house. Plaster and concrete need time to dry out, and walls and ceilings may develop small cracks in the plasterwork as they dry. You may also discover other minor problems, called defects, which will need attention in the first twelve months.

Who does the repair?

Any defects that occur within the first twelve months (or in some cases, 6 months – we will let you know which) should be reported to **CHS Homes on 0300 111 3555**.

You can also email us or write to us at our Histon office (see 'Essential Information' for details). We will arrange for them to be repaired by the original builder or a contractor as appropriate. Minor defects may be dealt with at the end of this period, even if you report them early on. After this time, CHS Homes will carry out repairs.

Drying out period

You must allow your new home to dry out properly. You can help this by:

- Heating your home so that all rooms are kept at a steady temperature
- Allowing good ventilation by leaving windows/vents and doors open slightly so that air can circulate
- Not decorating your house with wallpaper for the first twelve months (the moisture in the walls can cause the wallpaper to peel off)
- Standing wardrobes away from walls and leaving wardrobe and built-in cupboard doors slightly open

Some cracks may appear as wood and plaster dries and shrinks. At the end of the twelve months, you can deal with small (hairline) cracks by painting over them or wallpapering. Larger cracks will be repaired by the builder.

Check your 'Handover Pack'

When you first move in, you are given a 'Handover Pack', which contains important information about your home, including instructions on how to operate the heating and hot water, extractor fans, door and window locks etc. If you experience any problems, please check the relevant instructions and try to put the problem right yourself before you report them to us. You may well be able to solve most problems yourself, quickly and easily, which will save you having to wait for a contractor to come.

There are some simple checks that you can carry out before reporting repairs to us.

- **No heating.** Check your time clock is set correctly and that the room thermostat is turned up. Check that your gas is switched on and that the electricity supply to the boiler has not been turned off accidentally.
- **Faulty electric sockets or ceiling lights.**
Check and reset your trip switch. If it keeps tripping, you may have a faulty appliance. See 'How to reset a trip switch' in the 'Repairs and maintenance' section for further guidance
- **Faulty Light.** Check the light bulb

Other minor problems:

see 'How to do it yourself: useful advice about everyday repairs and maintenance' in the 'Repairs and maintenance' section of this handbook.

If you cannot resolve the problem yourself, you should ring the **Customer Services team on 0300 111 3555**. You can also email us or write to us at our Histon office (see 'Essential Information' for details).

Gardens

You are responsible for maintaining your gardens **including any trees**. You may be provided with enough grass seed to cover the rear garden. You will also be responsible for watering both front and rear gardens as required. CHS will arrange for any communal garden areas to be maintained.

The 12 month defects inspection

When you have been living in your home for 12 months, CHS will arrange to come and inspect your home. You will be visited by our agent, our surveyor and a contractor's representative. Any work identified will be carried out by the contractor at a time convenient for you and the contractor.