

2. Moving in



beech



This document is available in other languages, larger text, Braille and on audio cd or cassette.

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This leaflet is designed to make life easier for you. It summarises the main things you need to know when you move into your new home.

Your Housing Officer

Very soon after you move in your Housing Officer or your Scheme Manager (if you have one) will contact you to introduce themselves. Your Housing Officer will be your main point of contact with Adactus and we want to make sure that we are giving you all the help we can as soon as you purchase the property. Ask your Housing Officer if you need advice about your new home or the local area.

You can contact your Housing Officer by phone, letter, e-mail, by calling into your area office or through your Scheme Manager (if you have one).

If you live in a development where there is a scheme manager they are there to provide you with a service. You can report repairs to the scheme manager and they can provide advice or assistance for any other problems you may have whilst moving in and during the time that you live there.

The scheme manager may live on site or may not depending on which development you live in.

Getting in touch

See the back of any of our leaflets for local contact details.

Moving In

There are a number of people you will need to notify when you move into your new home. It is a good idea to get your mail re-directed so you do not miss any important correspondence. Your local post office can help with this, give them a call or go to your local branch and ask for details.

You may find the following checklists useful:

- Bank/building society
- Benefits Agency
- Council tax office
- Credit card company
- Dentist
- Doctor
- DVLA
- Electricity provider
- Employer
- Gas Provider
- Post Office (to redirect mail)
- Schools
- TV Licensing
- Water provider
- Insurance companies
- Satellite/digital/cable TV provider
- Hire purchase companies
- Telephone provider
- Vets

About gas, electricity, water and telephones

The gas and electricity may already be connected when you move in but it's best to check a couple of days before if you can, so you can give the gas and electricity companies notice to get you connected.

When you move in, read the gas and electricity meters immediately and let the gas and electricity companies know that you are the new owner.

This way you will only be billed for the power you have used and any potential future disputes will be avoided. If you are not confident about taking your own meter readings, the gas and electricity companies will be happy to send someone around; just ask them.

The water should also be on when you move in, though you may need to find the stopcock to turn it on. This is usually located under the kitchen sink, check with the person you are buying the property from if you are unsure. Tell the water company that you have moved in and if you have a water meter give them a reading too; again if you are unable to read the meter yourself, just ask them.

If your new home has a phone line, let the telephone company know that you are the new owner. Try to do this before you move into the property and you may not have to pay a reconnection charge.

Your appliances

Make sure you are familiar with how to use all of the appliances in your home. Find out how the heating and hot water systems work as this will not only keep you warm and comfortable, it will also keep your bills down.

Your benefits

If you receive benefits, they may be affected by the rent you may be paying for your new home. Make sure that you are getting the benefits you are entitled to. For help with benefits contact your housing officer who may refer you to our Financial Inclusion Team for specialist advice.

If you want to make improvements to your home

You can make improvements to the inside of your home as you see fit, unless they are structural, in which case you should seek permission. You should also ask for permission before making any changes to the exterior of your property.

Contents Insurance

We recommend that you take out home contents insurance for your new home so that you can get your possessions replaced if they are damaged or stolen. If redecoration is needed following a fire or leak, insurance should be there to cover it.

Buildings Insurance – Shared Owners

If you live in a property that you bought on shared ownership, part of your rent pays for your building insurance and you do not need to take out your own policy for this.

If you own a shared ownership property but also pay a service charge you will be paying for your insurance out of the service charge rather than the rent.

Buildings Insurance – Leaseholders

If you live in a development where you pay a service charge then your buildings insurance is paid for as part of the service charge.

If you have become a leaseholder by buying the remaining shares in your house so that you own it outright and you do not pay any service charge you will need to make arrangements to take out your own buildings insurance policy.

The contact details of the insurance company that we use will be provided in your welcome letter.

Gardens

If your home has a garden you are responsible for keeping it in a neat and tidy condition. Failure to do so could be a breach of your lease agreement and we will take action to address this.

If you are living in a scheme with a communal garden the garden will be maintained for you as part of the service charge you pay.

Rubbish

If you have any queries about your rubbish collection or if you have any large household rubbish items that need taking away you should contact your local authority.

Keys

The person that you buy your property from will provide you with all the sets of keys to your new home. Beech Housing Association does not have a set of keys to your home. You will have to pay for the cost of changing your lock if you are locked out.

If you have moved into a development that is specifically for people over the age of 55 you may have an emergency call service available to you.

This will either be a telephone in your property or a pull cord in your property that is connected to a service provider. When you move in you will be asked to complete a form providing information such as your next of kin and doctors details. If an emergency should happen (such as needing a doctor or ambulance) you can then pull the cord or push the button on the phone and the service provider will call someone to help you. If you have any questions about your lease agreement, at any time, please contact your Housing Officer.

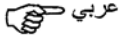
Getting in touch

Lãnguãgê Liñè

Head office: 01942 608715
Turner House, 56 King Street,
Leigh WN7 4LJ

West office: 01942 263630
82 Railway Road,
Leigh WN7 4AN

Other:



عربي

ARABIC

حدد اللغة التي تتحدثها .
سوف نستدعي مترجماً على الهاتف لمعاونتنا .



کوردی

KURDISH

په تڼه راپکښته بڼ نهو زمانه ی قسمی پیده کیت .
ئیمه موته رجیمیک په یدا ده که یڼ تا به ته له فون
هاوکاریمان بکات .



বাংলা

BENGALI

আপনার ভাষাটি অঙ্গুলি নির্দেশ করে দেখান।
আমাদেরকে সহায়তা করার জন্য টেলিফোনে
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর
ব্যবস্থা করব।



普通话 / 国语

MANDARIN

请指出您讲的语言。
我们将请一位口译员在电话上翻译。



廣東話

CANTONESE

請指出您講的語言。
我們將請一位電話翻譯員
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਇਸ਼ਾਰਾ ਕਰੋ।
ਅਸੀਂ ਦੁਬਾਸੀਏ ਨੂੰ ਕਹਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫੋਨ
'ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.
Waxaan telifoonka ku heli doonaa
turjibaan na caawiya



ગુજરાતી

GUJRATI

તમારી ભાષા તરફ આંગળીથી ઇશારો કરો.
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન
પર ખોલાવીશું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجئے۔
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (اگر پڑھ لکھ سکیں گے۔



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन
पर बुलाएंगे।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.
Chúng tôi sẽ mời một thông dịch
viên qua điện thoại giúp chúng ta.