

2.

Moving in and staying safe in your home



beech



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



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 will contact you to arrange to visit you in your new home. Your Housing Officer will be your main point of contact with Beech and we want to make sure we are giving you all the help we can right at the beginning of your tenancy. 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, email or by calling into your Regional Office.

In our sheltered schemes your Scheme Manager will arrange a visit with you shortly after your tenancy begins and will be your main point of contact with the Association. In supported accommodation your Support Worker will arrange to meet you and will be your main point of contact with Beech.

These services are available to tenants of the Association who live in certain areas in which the Association operates. They can provide housing related support to tenants, offering assistance and guidance on issues such as benefits, budgeting, tenancy management and signposting to specialist support services.

Support Officers will work in partnership with Housing Officers and in appropriate cases will work with other agencies to help sustain your tenancy. If you would like to know more about the Tenancy Support Services available and whether you would be eligible to receive this service, please ask your Housing Officer or contact your Regional Office.

Moving in

Insurance

Beech does not insure your furniture, belongings or decorations against theft, fire, vandalism and burst pipes.

We highly recommend that you take out home contents insurance for your home so that you can get your possessions replaced if they are damaged or stolen. If redecoration is needed, for example, following a fire or leak, insurance can also help to cover the damage.

Beech have arranged a household insurance scheme through AON and Norwich Union which you may wish to take out, alternatively you may wish to make your own arrangements. Either way, we urge all tenants and leaseholders to take out household insurance. Your Housing Officer will provide you with details of the scheme and assist you with the form should you wish.

Change of address

When you move into your new home it is very important to remember to notify a number of people of your change of address, and or change of circumstances. We have outlined a check list below to help you.

Post office

- Redirection of post

Benefits agencies

- Housing benefit and council tax benefit
- Job seekers allowance/employment and support allowance
- Disability living allowance
- Child benefit
- Tax credits

Utility companies

- Gas
- Electric
- Water
- TV licence
- Telephone
- Satellite/digital/cable tv provider

Medical

- Doctor
- Dentist
- Veterinarians

Financial

- Bank/building society
- Credit card companies
- Insurance companies
- Hire purchase companies

Miscellaneous

- Employer
- School
- College
- Library
- DVLA

Your benefits

If you are entitled to benefits, these may change when you move home. In order to ensure you are receiving the maximum amount of benefits, you can contact your Tenancy Support Worker or Housing Officer who may refer you to our financial inclusion team for specialist advice.

Health, safety and security in your home and how to report concerns

Fire

We advise that you test your smoke alarms on a monthly basis and change the batteries when required. The fire service provides free home fire risk assessments which your Housing Officer can provide you with details of. This service is free and a visit can be arranged for a fire officer to attend your home and offer fire safety advice, for example on escape routes and safe use of appliances.

If a fire breaks out:

- Avoid trying to tackle the fire yourself, even if it is a small one
- Get everyone out and close all doors behind you
- Call '999' and ask for "fire"
- Warn the neighbours
- Do not go back into your home until a fire officer tells you it is safe

Gas

If you smell gas or suspect a leak, call National Grid (formerly known as Transco) **immediately on 0800 111 999**.

Remember to

- Turn off gas at the mains
- Telephone national grid (transco)
- Inform landlord as soon as possible
- Do not use any naked flames
- Do not switch on lights or appliances
- Open windows to ventilate until an engineer arrives

There are steps which you can take in order to prevent gas emergencies. Such as:

- Never block flues or ventilation around gas heaters or boilers
- Ensure that all gas appliances are switched off after use
- Allow access for annual gas safety checks

Who to notify in case of emergency?

If you have an emergency or a serious health and safety concern, you need to notify your housing officer/tenancy support worker of your concerns who will investigate further your issues.

If your emergency arises outside of office hours, (before 8:00am or after 6:00pm) please contact orbis on **0845 345 7808**.

If you are based at one of our supported or sheltered projects, please refer to the relevant emergency procedures.

Mains supplies

It is a good idea to make yourself familiar with the mains switches in your home so that you know how to turn off the gas, electricity and water in the event of an emergency. You should also know where your fuse box is. Speak to your housing officer if you are unsure where these are in your home.

If your electricity supply fails or you believe there is a fault with one of the fittings:

- Turn off your electricity supply at the mains
- Check the fuses and light bulbs and replace if necessary
- If this hasn't solved the problem inform us of the fault
- Do not overload plug sockets with too many electrical appliances
- Switch off and unplug any unused electrical appliances when going to bed or going out
- Do not leave trailing wires

Stopping pipes from freezing and bursting

If the weather is very cold or may get cold soon, take some precautions to stop water pipes freezing and bursting:

- If you have central heating leave it on (a low setting will do) if you're just going to be away overnight or for a day or two.
- If you are going to be away for longer turn off the stopcock and leave all the taps running until the water stops to drain the system.

Bogus callers

It is very important to check that persons calling at your door are there for a genuine reason:

- Always look to see who the caller is before you answer the door. Use a window or spy hole to do this.
- A genuine official would normally ring before visiting to let you know they were coming.
- Check the caller's identification. If they show a card, look at the card thoroughly and phone the caller's employer to check the details with them.

All of our staff who call at your home will carry an identification card with photo. Please ask to see it before allowing access.

Don't allow access to someone who cannot provide you with identification, a genuine caller will appreciate you making these checks and will not be offended if they are refused access if they cannot provide identification.

If you are going away

If you plan on being away from your home, it is good practice to take some precautions to further reduce any risk of crime.

- Buy a timer switch so that a light will come on automatically
- Close, and if possible, lock all the windows
- Lock all outside doors, the shed and garage
- Tell a neighbour you trust that you'll be away and ask them to keep an eye on things

- Cancel the milk and papers
- Turn off and unplug all unnecessary items

Your local police station can also offer information and advice about crime prevention.

Keys

If you are a general needs tenant, we will provide you with two sets of keys to your new home. We do not carry spare sets so please keep a set with a neighbour or relative. You will have to pay for the cost of changing your locks if you are locked out. If you live in supported accommodation, you will be given a front door key or key fob and a key for your individual room or flat. These keys are your responsibility, and if lost you will be charged with the cost of replacement.

Rubbish

If you have any queries about your rubbish collection or if you have any large household items that need taking away, you should contact your local authority. Your housing officer will provide you with contact details if required.

Gardens and yards

If your home has a garden or yard, you are responsible for keeping it in a neat and tidy condition. Failure to do so is a breach of your tenancy agreement and we will take action to address this.

If you are living in one of our sheltered housing schemes or supported projects your garden will be maintained for you as part of the service charge you pay.

Getting in touch

Head office: 01942 608715

Turner House, 56 King St
Leigh, Lancs WN7 4LJ

North office: 0161 230 4070

Elizabeth House, off Victoria St,
Openshaw, Manchester M11 2NX

South office: 0161 232 6030

Parkway 5, Parkway Business Centre,
Princess Road, Manchester M14 7HR

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West office: 01942 263630

82 Railway Road,
Leigh, Lancs WN7 4AN

Neston & Parkgate office:

0151 353 0917

43 Liverpool Road, Neston,
Cheshire CH64 3RB

Bootle office: 0151 284 5756

34 Eleanor Road, Bootle,
Merseyside L20 6BR

ARABIC

هذه الوثيقة متاحة باللغة العربية
عند الطلب.

BENGALI

অনুরোধ করলে এই ডকুমেন্টটি
বাংলা ভাষা ও উপলব্ধ

CANTONESE

本文件可以應要求，製作成中文
(繁體字) 版本。

FARSI

این مدرک در صورت درخواست به فارسی
موجود است.

FRENCH

Ce document est disponible en français
sur simple demande.

GUJARATI

આ દસ્તાવેજ વિનંતી કરવાથી ગુજરાતીમાં
માળી રહેશે.

HINDI

अनुग्रह पर यह दस्तावेज़ हिन्दी में भी
उपलब्ध है

KURDISH

ئەم بەلگەییە بە پێی داواکاری بە زمانێ
کوردی ش دەس دەکەوێت

MANDARIN

本文件可以应要求，制作成
中文(简体字)版本。

POLISH

Dokument ten jest na życzenie udostępniany
w języku polskim.

PUNJABI

ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਖਿਆ ਜਾ ਸਕਦਾ ਹੈ
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ

SOMALI

Dokumentigaan waxaa lagu helaa Soomaali
haddii la codsado.

URDU

درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

VIETNAMESE

Tài liệu này có sẵn bằng tiếng Việt khi
được yêu cầu.

