



**Tees Valley
Housing**



HOUSING MANAGEMENT

Moving In and Insuring Your Home

To make sure everything goes smoothly when you move into your new home, there are several things you will need to arrange. We are here to help so if you have any problems, please contact us and we will assist you in any way we can.

Do I get help towards decorating the property?

If you are a new tenant, you may be eligible for a decorating allowance to improve the inside of your home. When you sign your tenancy agreement, this will be discussed with you.

How do I ensure electricity is supplied to my home?

When you move into your new home, let your electricity supplier know you are the new tenant. The supplier will come and read your meters and you may also need to make arrangements to get supplies connected. Even if the supplies are already connected, don't put off contacting the suppliers because you could end up with big bills to pay later.

What about water and sewerage supplies?

In most cases you will pay water and sewerage charges directly to the water company but in some instances you will have two bills. Sometimes we will collect water charges on behalf of the water company but you will be told about this when you sign your tenancy agreement.

What should I be aware of about smoke alarms?

Check your alarm regularly to make sure it is working properly. You can do this by pressing and holding the test button until the alarm sounds. The alarm should stop sounding after you take your finger off the button. Some properties have battery smoke alarms. If you get an intermittent beep this usually means the battery needs to be replaced. Please remember it is your responsibility to change the battery. If your alarm does not seem to be working properly and you have changed the battery, please report it to us. Your smoke alarm will be serviced once a year by your landlord.

Who do I inform about council tax?

You should contact your local council as soon as you move into the property and inform them that you are now the tenant. It's better to sort this out quickly as you could face a huge bill later if you do nothing. Don't worry if you are on a low income as you may be able to claim council tax benefit.

Any advice about other benefits?

If you get benefits, contact your local DSS and unemployment benefits office as soon as you move. You don't want to lose out on any benefits you are entitled to and some cannot be backdated. Don't forget, you may be able to get housing benefit to help pay some or all of your rent.

How do I organise a valid TV licence?

Please ensure you have a valid TV licence by contacting TV licensing, Barton House, Bristol, BS98 1TL or phone 0117 937 7500. Some tenants in sheltered schemes are entitled to a discounted TV licence which means you will not have to buy your own individual TV licence but you will be asked to contribute towards the cost of a scheme licence.

If you are eligible for this scheme, you will be told when you sign up to your tenancy.

Who else should I let know that I am moving?

A checklist was given to you in your welcome pack. You should always let your employer, banks, building societies, credit card companies, utility companies, mobile phone company, the benefits agency and council tax office know.

How do I redirect my mail?

You can get the Post Office to redirect your mail from your old home to your new one but there will be a charge for this service.



Do you have spare keys for my property?

We do not keep spare keys to your home so we advise you to leave a set of keys with a close friend or relative in case of an emergency.

Should I insure my home?

We only insure the fixtures and structure of your home, therefore we strongly advise you to insure your own possessions. We run our own low cost home insurance scheme designed specifically for our tenants and leaseholders.

Who can join the scheme?

It doesn't matter how long you have been a resident; the scheme is open to any tenant or leaseholder.

How do I join the scheme?

Simply pick up an application form which is available in all our area housing offices, in Homechoice on Corporation Road, the Residents' Resource Centre in Thorntree and The Lodge on Marton Road, plus the Rivers House office on North Ormesby Road. You can also give us a call and we will send one to you.

What are the benefits?

The benefits include easy and affordable payments, a fast and efficient service, no excess on any claim and no prejudice against high-risk areas. Contact 08000 461 600 for further information or advice.

What does the cover include?

The policy includes:

- Cover for fire, lightning, explosion, storm or flood
- New for old cover (except clothing and household linen where an allowance for wear and tear is deducted)
- Cover for escape of water or oil from any fixed water or heating installation or domestic appliance
- Cover for theft and attempted theft
- Cover for riot and vandalism
- Cover for accidental damage to televisions, video players and recorders, hi-fi systems, satellite decoders, DVD players and computer equipment, and accidental breakage of mirrors, ceramic hobs in cookers and fixed glass in furniture
- Cover for personal money in the home
- Cover for theft and loss of keys
- Cover for damage to interior decorations
- Accidental death cover

How much does it cost?

The charge will depend on the value of the items you insure and whether you are a senior citizen or resident of sheltered or supported housing. Contact 08000 461 600 and we will be pleased to provide you with further information.

How do I pay?

You can pay weekly, fortnightly or monthly with an insurance allpay card at allpay outlets or at any Post Office. You can also pay monthly or yearly by Direct Debit, cheque or postal order.

Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively, for Erimus Housing log on to **www.erimushousing.co.uk**

For Tees Valley Housing log on to **www.teesvalley.org**

Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر للكلمة المحلية من أي هاتف محمول

Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेडल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

Kurdish

تکایه ئاگاداران بکۆمه ئهنگەر بۆ تێگههستنی ئهم زانیاریاته پێویستیت به یارمەتی ههیه. ئهنگەر به پێتی گهوره، زمانێ برێل، یان ههر زمانێکی نیکهت دهوێ، تکایه پهیوهندیمان پێوه بکه له تلهفونی هێڵی زهوییهوه بهی بهرامهر بۆ ژماره 08000 461 600 یان بۆ 01642 233780. ئهنگەر له تلهفونی مۆبایلموه بکری ئهوه به به پاریمکی تێدهچێ ههر ومک تلهفونکردنی ناوخۆ.

Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਂਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے پڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر رینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے



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