

Moving In & 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 Erimus Housing 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, please ask your estate officer, who will discuss this with you.

How do I ensure electricity is supplied to my home?

When you move into your new home, please 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. When you move into your new home, your estate officer will be able to tell you what you should do.

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. If your alarm does not seem to be working properly and you have changed the battery, please report it to us.

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, you should 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. 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?

For a checklist of other people you may wish to let know, please see the information provided in your welcome pack. Make a list of people and organisations that should know you have moved. This could include your employer, banks and building societies and credit card companies.

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 please be aware you will be charged for this service.

Does Erimus Housing have spare keys for my property?

Erimus does not keep spare keys to your home so if possible, leave a set of keys with a close friend or relative rather than in your home.

Should I insure my home?

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

Who can join the scheme?

It does not matter how long you have been a resident, the scheme is open to any Erimus Housing tenant or leaseholder.





How do I join the scheme?

Simply pick up an application form. These are available in all our area housing offices, in Homechoice on Corporation Road and in the Residents' Resource Centre in Thorntree. 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 Erimus Housing 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 Erimus Housing and we will be pleased to provide you with a quote.

How do I pay?

You can pay weekly, monthly or yearly with an insurance allpay card at all our area housing offices, at allpay outlets or at any Post Office. You can also pay by Direct Debit or standing order.

Contacts

For more information, please contact your local area housing office on:

Area 1 – 01642 818306

Area 2 – 01642 224321

Area 3 – 01642 241601

Area 4 – 01642 591834

or log on to our website at www.erimushousing.co.uk

Colour coded information leaflets are available for the following services:



CUSTOMER SERVICE

HOUSING MANAGEMENT

SUPPORT SERVICES

REGENERATION

MANAGING YOUR MONEY

REPAIRS AND MAINTENANCE

We will make this information available in other languages, braille, large print or other formats on request.

Arabic

سوف نحاول توفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بصيغ أخرى بناءً على طلبك.

Chinese

我们将会尽力以多种形式提供本信内容，包括其他语言、盲文、大字体或所需的其他格式。

Hindi

विषय आने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में भी उपलब्ध करवाने की कोशिश करेंगे।

Punjabi

ਬੇਨਤੀ ਆਉਣ ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਹੋਰ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਵੀ ਭਿਜਵਾਉਣ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ।

Urdu

درخواست کرنے پر ہم اس معلومات کو دیگر زبانوں، بریل، بڑے حروف میں یا دیگر شکلوں میں دستیاب کرنے کی کوشش کریں گے۔



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business for neighbourhoods

