

Choosing the right home for you

You must ensure that the property you accept is suitable for you and your family's needs. It will be your responsibility to maintain the garden, hedges and trees, so please ensure you don't take on more than what you can handle.

Moving into your new home

What do I need to do now I've got keys to my new Trust home?

Gas and electric supplies

You will need to register with the existing energy supplier for your property, but you can switch to another supplier if you wish. During sign-up for your new property you will be given the details of the energy provider. Remember to take final meter readings from the property you're moving out of, and also the property you're moving into, so that you don't pay for any gas or electric used by the previous or next tenants.

One of several different types of meter may be installed. You can ask your energy supplier to change your meter but they will probably charge you to do so.

Central heating

We are responsible for making sure that your central heating works. We test the system and show you how to use it before, or on the day, you move in. You can call our Gas team on **01952 217259** to arrange this. **We will then carry out a central heating service inspection every year and it is very important that you let us into your home to do this.**

Please ensure you have credit on your pre-payment meter to allow for the gas safety test.

Water

To register with Severn Trent Water you should telephone **0845 7500 500**.

Finding out where things are

You'll need to know where things are in your home, such as your fuse box and trip switch, gas tap, boiler, water stop tap and water tank. We'll help you with these either when you sign up or when we visit you after you move in.



Gas tap



Fuse Box



Trip Switch

Remember to keep a torch and candles handy in case of a power cut.

Settling in

You should tell all the relevant people and agencies that your address has changed, including your doctor, dentist, bank and credit card companies, your children's schools, the Job Centre or Department for Work and Pensions, the Driver and Vehicle Licensing Agency and the Council Tax and Housing Benefit sections of the council.

For a charge the Post Office will redirect your mail for a certain period.

Helping with moving costs or furniture

We don't provide money to help with the cost of your move or furniture, but if you do need financial help, you should contact the Money Matters Team by phoning **01952 217234**. A community furniture recycling scheme can help with low-cost furniture. Please refer to furniture schemes under Donate, Reuse and Recycle.

Steam wallpaper strippers

We advise tenants not to use steam strippers when decorating as they can damage plaster. If a steamer is used the Trust will not take responsibility for any damage caused and you will be recharged to rectify any damage.

Laminate flooring

Laminate flooring can only be fitted in houses or bungalows, but **not in flats** and must be the clipped and not the glued type.

Tenants fitting laminate flooring must take responsibility for the repair and upkeep, e.g. if the flooring needs to be removed for a repair, the Trust will not be responsible for any repair or replacement needed to this flooring.

Television licence

If you own a television you must have a TV licence – you can be fined up to £1,000 if you're caught without one. If you had a TV licence for your previous home, you can transfer it to your new address.

You can choose to pay weekly, monthly or annually by a range of payment methods. For further information on making payments or eligibility of a free TV licence or a reduction, then please contact the TV licensing Authority on **0870 2416468** or visit their website at www.tvlicensing.co.uk

Aerials/satellite dishes

Before fitting a satellite dish, check with your local Trust shop or office whether you will need planning permission from the council.

We will usually grant permission, but may need to check that the fittings won't damage any waterproof coating that may have been applied to your home.

As long as the dish complies with current planning rules, you should only need planning permission if you live in a block of flats.

Refuse collection

Most properties have wheelie bins for your rubbish collection, or if you live in a block of flats, there may be a communal facility. The council, or your neighbours, will be able to tell you on which day your rubbish is collected and you should make sure that you leave your bin at the correct collection point at the right time.

Recycling

We encourage all tenants to recycle rubbish wherever possible and the council operates various schemes to make this easy for you. These include kerbside collections and community recycling centres around the area. **You must dispose of all household and domestic rubbish properly and not allow rubbish to accumulate inside your property, in sheds, out buildings, in gardens, grounds or communal areas.**