

# Moving Home

Things to remember



# Moving home

This is one of a series of Places for People information booklets that we hope will be useful to you. There is a complete list inside the back cover.

You can pick up copies of the other booklets from your local area office.

The booklets are also available to download from our website: [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)

Moving home can be a stressful time. When you move into or out of a Places for People property, you will need to remember to do several things. This booklet explains what you need to do and refers to people with secure and assured tenancies.

If you are a Places for People Individual Support tenant and have a licence agreement, please contact your support worker for more information.

## Signing up

When you move into your new home, we will arrange for you to collect the keys. You will meet your housing officer, who will explain various things about your tenancy and answer any questions you may have.

If you intend to claim housing benefit, your housing officer will explain how to do this. It is up to you to apply for housing benefit and to make sure that the council is dealing with your application.

If you need financial assistance with moving expenses or furnishings for your new home, we may also be able to help by providing a start-up loan, subject to circumstances.

## Gas and electricity

The power to your new home has been cut off for safety reasons. You will need to contact the suppliers to sign up for a new supply. Several companies are now involved in supplying gas and electricity, and you may not know who the supplier is.

To find out who is supplying gas to your home, you can phone Transco on 0870 6081524.

To find out who is supplying electricity, you can phone Energi on 0800 1950 101. They will need the serial number that is on your meter.

Once you have been connected, please telephone our Contact Centre – the numbers are at the back of this leaflet. We will arrange for a contractor to call and check that everything is working, give you advice on how to operate heating appliances, and issue a safety record.

## Repairs

Your property should be in a good state of repair when you move in. If there are any repairs that still need to be done, we will tell you about this when you sign for the tenancy. If you experience any problems and want to report a repair, you can do this at any time by telephoning the Contact Centre.

## Things to remember

### Pets

Remember to make arrangements for your pets when you move.

You will need to check that you are allowed to keep pets in your new home. You may need your new neighbours to agree to your keeping a pet.

If you are not allowed to keep pets, you may need to find new homes for any pets that you have. Your housing officer will help and advise you about this.

## Tell people you've moved

Remember to tell your friends and relatives that you have moved house, and let them have your new address.

Other people who need to know you have moved are the water supply company, the Council Tax Officer, TV Licensing, and your bank. You can find the phone numbers in the phone book.

You don't need to ask us if you want to put in a telephone – just go ahead and arrange it. However, you will need to ask our permission to install a satellite dish.

## Insuring your possessions

Many people find they need to claim on their contents insurance when moving home, because items may be stolen or damaged.

Unfortunately, these things can also happen at any time. So it's a good idea to arrange adequate insurance before moving in.

The charity, Help the Aged, may be able to give you useful advice if you are an older person. We also provide home contents insurance and can help you arrange cover. Ask us for details.

## Leaving a tenancy

### Giving notice

When you want to leave your home you must write to us and give four weeks' notice that you are leaving. If you can't give four weeks' notice, for example because you are moving into a residential care home, it is very important to let us know as soon as possible.

You should send your letter giving notice to your local office, or telephone us for advice and information.

If you are a Places for People Individual Support tenant with a licence instead of a tenancy, your support worker will tell you what to do if you want to leave your home.

## Clear your home

Once you have handed in your notice, you need to make sure that your home is left clean, tidy and ready for the next person. A housing officer will make an appointment to visit you and advise you about this.

If you are disabled or ill and it will be difficult for you, please get in touch to let us know. Unless you have agreed otherwise with your housing officer, you should remove all furniture, carpets and things from your shed and garage.

If you have furniture that may be of use to someone else, it is worth looking in the phone book for charities and other organisations that will remove it for you. Your local office may also be able to put you in touch with someone.

You can ring the council refuse department and ask them to take away any rubbish or unwanted items.

If you leave rubbish or unwanted furniture in the property or garden, we will have to remove it, and we will charge you for this.

## Repairs

We ask you to leave your home in good repair when you move out, and we will have to charge you if you do not. You will need to leave all internal fittings such as doors, fires, light sockets and cooker points.

If, for example, you have removed a door or fitted a new fire, then you need to fit and leave behind a suitable replacement, which you should ask us to inspect.

If you have made improvements or changes to your home without permission, we could ask you to reinstate it to its original standard. Remember that you are responsible for any damage caused by yourself, your family and guests.

It's very important to remember that only registered gas contractors can remove gas appliances because supply pipes must be properly sealed. Unsealed pipes are very dangerous and you should not do this work yourself.

## Pay your rent

You need to make sure that your rent is up to date when you leave. If you can't bring your account up to date, it is very important that you speak to the staff at your local office and arrange to pay the rent you owe.

If you don't do this, you could be taken to court, so please telephone the local office first, or discuss it when you hand in your keys.

## Return your keys

When you give notice, the area staff will make arrangements with you about the return of keys. It is important that you

return the keys at the specified time. If, for any reason, you cannot return the keys on time, please let us know. It is possible that you will be charged a further week's rent if you don't return your keys on time.

## Gas, water and electricity

Different providers have different arrangements for final meter readings. It is worth contacting them to find out what you need to do.

You will probably need to give at least 48 hours' notice.

Before you leave, make sure you have turned off all taps and, if possible, turn the water off at the stop tap.

If you have meter keys, please return them with your house keys.

There are other people that you will need to tell about your move, such as the Council Tax Office and the Housing Benefit Office, if you are claiming benefit.

If you wish, you can contact the Post Office and arrange to have your mail sent on to you at your new address. There is a charge for this service and you need to give plenty of notice.

The checklist at the back of this booklet lists other people you may need to tell about your move.

### Advice for relatives

If you are responsible for clearing a property when a relative or friend dies, please tell your local office as soon as possible and let them know when you will be returning the keys. Rent continues to be payable until the keys are handed in, and we will claim any outstanding rent from the estate of the deceased.

If you wish to pay any outstanding rent, your local office will be able to help and advise you. If your friend or relative was getting housing benefit, this will end on the first Sunday after their death.

## Moving home checklist

### Have you given notice?

- Make a note of the day your keys are due back
- Arrange mail redirection
- Arrange for telephone disconnection/reconnection
- Arrange removal

### People who need your new address:

- Department for Work and Pensions
- Council Tax Office
- Housing Benefit Office
- Water company
- GP/dentist
- DVLA (driving licence and car tax)
- TV Licensing

### Arrange final meter readings:

- Gas
- Electricity
- Water

### Other things to do:

- Cancel milk, papers etc.
- Arrange insurance in new home
- Arrange removal of rubbish and unwanted items
- Check everything is clean and tidy
- Make sure any damage is repaired (you may be charged if not)
- Make sure rent is up to date
- Turn off water
- Hand keys in/pick up keys

## Booklets available include:

### Anti-social behaviour

Tackling it together

### Customer service standards

What you can expect from us

### Gas safety

Keeping your home safe

### Harassment

How we can help

### Homes for rent

How we let our homes

### Housing benefit

How to get help to pay your rent

### Know your rights

A tenant's guide

### Living with a disability

Adapting your home

### Managing your money

What to do if you can't pay your bills

### Moving home

Things to remember

### Paying your rent

How to manage your rent account

### Personal records

Your right to information

### Repairs to your home

What to do if you need a repair

### Suggestions and complaints

How to make a suggestion, complaint or compliment

### Swapping homes

How to swap homes with another tenant

### Service Standards for

#### Homeowners

What you can expect from us

### Getting Involved

Making your views count

### Homeowners Handbook

An essential guide to your home

## Freephone contact numbers

### Our Contact Centre

is open 24 hours  
(all calls are free  
from a landline)

### Places for People Homes

0800 432 0002

### Places for People Individual Support

0800 432 0003

You can pick up copies of our booklets from your local office, download them from our website: [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk) or to receive them by post, telephone the Contact Centre on the numbers above.

### Minicom

0800 432 0008

### Homeowners line

0800 432 0009

If you ring these numbers and English is not your first language, we can use the Language Line Service to communicate with you.



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