

# Moving into your home



## What do I need to think about when moving?

Moving home can be stressful. Therefore, to help the move go smoothly, this leaflet covers some of the important things to do.

When you move in, your home will be in good condition, as it will have been inspected by members of our Housing and Maintenance teams.

### Removals

We would advise you not to arrange the removal of your belongings into your new home until you have received your confirmation of when you can move. Once you have received this, we urge you to begin the process as soon as possible. There is a 'Moving Home Checklist' in this leaflet to help you through this process.

### Giving notice to a current landlord

If you are currently renting a property prior to moving into your ANCHO home, you are urged to give notice to your landlord that you will be moving. If you are currently an ANCHO tenant you will still have to give us 28 days' notice.

### Moving in

Your tenancy agreement date shows the day on which you are legally entitled to move into your new home. You will not be able to move into your new home or leave belongings in the property until you have signed your tenancy agreement and been given the keys to the property.

### Decorating

The internal decoration of your ANCHO property will be your responsibility.

All our properties should be in good decorative order, however, in some cases a decorating allowance may be offered where we feel that additional decoration is required.

An offer of a decorating allowance will be put in writing at the time the offer of accommodation is made or after the viewing.

We realise that you may wish to add your own decorative touches in order to turn the accommodation into your home. Any alterations that you may wish to make to your property must be requested in writing and permission given in writing before you commence alterations.

### Buying furniture

We advise you not to buy any furniture for your new home until you have signed the tenancy agreement and measured the rooms and spaces for such items. You

are more than welcome to take measurements in your prospective new home when you view the property. In particular, kitchen spaces for cookers, fridge/freezers and washing machines/tumble driers should be measured prior to buying such goods.

We also advise when buying beds, chairs /settees and wardrobes you should measure the size of the doorways to ensure your new furniture will fit into your new home.

If you don't have furniture we can help you apply to the Scottish Welfare Fund for assistance and/or provide a starter pack.

### Gas, electricity and utility bills etc

As a new tenant you will be responsible for arranging the supply of and paying for your gas, electric and water rates. Please ensure you contact the relevant organisation as soon as you move in to ensure your supply is switched on and arrange payments accordingly. You are also reminded that your council tax and television licence is your responsibility.

As fuel prices continue to rise, many people will find themselves struggling to pay for the gas or electricity required to heat their homes. We can help you find ways to reduce your costs including changing suppliers or finding a cheaper fuel tariff with your existing supplier.

### Gas safety check and electrical test

At the beginning of every new ANCHO tenancy we will carry out a gas check and an electrical test to ensure your new home is safe. If the gas service and electrical test has not been carried out before you have moved in to your new home an appointment will be made to arrange this as soon as possible. If an appointment has been made it is very important you keep it.

We need to carry out a gas safety check each year and you will be required to provide access for this.

### Repairs

There will be occasions that your new home will require some minor repairs as you move in or just after. In such cases we will confirm any outstanding work required and provide you with a written schedule for the works required and timescales for completion.

## Telephone

If you want to have a landline phone in your new home, you will need to contact the phone company you would like to use. You may be able to take the number with you if you had a phone at your last address.

## Contact

Here are some other people you need to contact with your new address:

- The Post Office - they can re-direct your mail to your new home for a small charge
- TV licensing
- Your bank, building society and credit card companies
- Your local Council - if you receive Council Tax or Housing Benefit
- The Benefit Agency - if you receive Income Support, a State Pension or other State Benefit
- Your doctor and dentist
- Home contents insurance
- Utility companies with gas and/or electricity meter readings

## Contents insurance

We recommend that all tenants have contents insurance to replace their possessions if they are lost or damaged through fire, water damage or theft. We can provide details of a low cost insurance policy. Please contact the office for more information.

## Buildings insurance

We have a comprehensive buildings insurance which covers all of our properties. This means we insure the structure and all the fittings and fixtures in the property.

## Keys - getting into your property

At the start of your tenancy you will be issued with keys for your property. It is important that you have a spare key and that this is left with someone who can provide access. You can get extra keys cut at a local key cutting shop. However, you will have to pay for them yourself.

We can arrange for windows, doors, or locks to be replaced if they have been broken or forced to gain entry or if you lose your keys. However, this work will be at your expense.

At the end of your tenancy, you will be expected to return the same number of keys issued at the start of your tenancy (including door entry keys/fobs). You will be recharged for any keys not returned.

### Other ways we can help

Our Financial Inclusion team can offer advice and assistance if you need help with any financial matters such as benefits or debts. Below are some of the services on offer. We are happy to assist you with any financial issues and help you find solutions to any financial problems you may have.

- **Budgeting** We can help you work out a smart budgeting plan for your household finances and look for ways you can make savings.
- **Debt Advice** We can offer debt advice and help you arrange a more affordable loan. We will help you understand the perils of doorstep lending and assist you to negotiate with your lenders.
- **Benefit Advice** We can assist you with completing any type of benefit form you wish to apply for, including Disability Living Allowance, Personal Independence Payment, Housing Benefit, Pension and Tax Credits.
- **Benefit Checks** We can assist you with checking that you are receiving all of the benefits that you are entitled to.

## MOVING IN CHECKLIST

Things to do	Tick
Put Tenancy Agreement in a safe place	
Hand in forms for Housing and Council Tax benefit if appropriate	
Make sure you have your Allpay swipe card (It should be posted to you within a week of signing up for your tenancy)	
Find out where your nearest PayPoint is ( <i>see section 5</i> )	
Take electricity meter reading	
Take gas meter reading	
Register with electricity supplier	
Register with gas supplier	
Organise mail redirect from last address	
Have landline installed or switched on	
Find out what day bins go out	
Find out, if needed, the arrangements for using the communal drying area	
Set your heating and hot water to come on when you want them	
Take out home contents insurance policy	
Once you have settled in, say hello to your neighbours	
Let others know that you have moved: <ul style="list-style-type: none"> <li>– Bank</li> <li>– Broadband suppliers</li> <li>– Dentist</li> <li>– Doctor</li> <li>– DVLA</li> <li>– Employment and benefit agencies</li> <li>– Insurers</li> <li>– School/college</li> <li>– Telephone suppliers</li> <li>– TV Licencing</li> <li>– Work</li> </ul>	
Ask for permission if you: <ul style="list-style-type: none"> <li>– Want to put down laminate flooring</li> <li>– Want to make improvements – e.g. put in a shower or satellite TV</li> <li>– Want to tile walls or floors</li> </ul>	

## USEFUL INFORMATION

Upon taking up your ANCHO tenancy, you should find out about the items below and make a note for your future reference.

If you have been a tenant for a while, you might want to note this information for quick reference.

My electric meter is \_\_\_\_\_

My mains electric switch is \_\_\_\_\_

My fuse box is \_\_\_\_\_

My electricity supplier is \_\_\_\_\_

My gas meter is \_\_\_\_\_

My gas supplier is \_\_\_\_\_

My stop cock is \_\_\_\_\_

My bin days are grey/blue: \_\_\_\_\_ brown: \_\_\_\_\_

My next gas service is due \_\_\_\_\_

I should brush and wash the common areas every \_\_\_\_ weeks starting on

\_\_\_\_\_

My nearest Pay Point is \_\_\_\_\_

My nearest school is \_\_\_\_\_

My nearest community centre is \_\_\_\_\_

My nearest shop is \_\_\_\_\_

## Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



**Telephone: 01294 313121**



**Email: [mail@ancho.co.uk](mailto:mail@ancho.co.uk)**



**Web: [www.ancho.co.uk](http://www.ancho.co.uk)**

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