



# Moving In



**Grŵp Cynefin**

Mwy na thai • More than housing

## What will I need to do when moving in?

When moving in we will give you:

- A copy of your tenancy agreement
- Handbook and useful advice leaflets
- Two full sets of keys to the property
- Heating instructions Energy Performance Certificates
- Details about the location of mains water and gas stop taps and mains electricity control switches.

You will need to make the following arrangements:

- If you receive Housing Benefit or Universal Credit you must tell the Council or DWP and make a new application before you move to your new home. Also if you claim any other benefits tell the Department of Work and Pensions/Job Centre that you have moved
- Contact the electricity, gas, water and phone companies to confirm that you want them to provide services to your home. Take readings of the meters as soon as you move in and check these against your first bills when they arrive



- Arrange for your post to come to your new home
- Tell your doctor, dentist and anyone else you rely on that your address has changed
- Arrange for your TV licence to be transferred
- Tell any other licensing authorities such as the DVLA that you have moved
- Arrange your removals



We can assist you to complete certain necessary forms when you come to sign up for the property. We will use these to notify the respective services / organisations e.g. Dŵr Cymru of the change, and details of the tenancy, but you will have to make your own arrangements with regards to payment to those organisations as soon as you move in.

If you require further help or are finding it hard to cope with managing all the arrangements for your move, we can look to get you some further help, such as working out your weekly costs, or sorting out what furniture you need and where you can get it from. Often, we'll try and help you with this before you move in.

**Do I need to arrange home contents insurance?**

As we do not provide you with contents insurance, we strongly advise you to take out your own home contents insurance. This will cover you against damage to your personal belongings, carpets, furniture and other contents and decoration, including fire or flood damage. It will also cover certain items stolen in a break-in and any accidental damage to your home which you may need to get repaired or that we may recharge you for if we are asked to repair it.

We can give you a leaflet about an insurance scheme which allows you to pay for your contents insurance by instalments, just ask us.

## When do I take over the tenancy?

You become the legal tenant on the date written in your tenancy agreement. From then on you are responsible for the property and for paying the rent. We will require you to move in immediately, but if you do not you must still pay the rent for your new home. Your Housing Officer will arrange to visit you shortly after you move and six months into your tenancy to see how you are settling in and to discuss any problems you may have encountered. If you want to discuss anything before the visits, please do not hesitate to contact the local office.

## Can I put in my own fittings?

Yes. You can put in your own fittings as long as you do not damage or remove anything or alter the property. If you want to make alterations of any kind, you must first obtain our written permission or ask us for advice before undertaking any work. (Refer to Section 7 Repairs and Maintenance to my Home on making improvements for further details).



**Do you keep spare keys to my home?**

No. We will give you two sets of keys when you move in. It is your responsibility to get further sets cut or to replace them if you lose them. It may be advisable to ask a relative or friend to keep a spare set for you in case of emergency.

Please note that if you ask for the locks to be changed you will be charged for this service.

**Will my home be up to standard when I move in?**

Yes. Whether you are the first tenant in a brand new home, or moving into a recently vacated dwelling, the property will have to meet our letting standard.

Before a tenant moves in, the home is thoroughly inspected and signed off by our Maintenance Team. We will do any repairs necessary to bring a previously occupied dwelling up to letting standard.

Sometimes, we will identify minor repairs which can be done after you move in. In such instances, we will agree arrangements with you and keep you advised of progress.

If your home is new, usually the first 6 or 12 months will be in what is known as 'the defects period' when the contractor who built the property is still responsible for correcting any faults that come to light. This is standard procedure in the building industry.

When you move in, we will explain how this affects you and your home, and how you should report any defects. Then we will keep in touch with you about the contractor's programme for dealing with any problems that come to light, and watch his progress in doing so.

If any repairs are required you should notify our Customer Services team.

The only exception to the above is when you move through a 'mutual exchange' and take on somebody else's tenancy - you agree to take on the decorative condition of the property as it is.

## Am I responsible for painting and decorating my home?

Yes. You are responsible for keeping the inside of your home to an acceptable standard and in a good state of decoration.

In accepting your tenancy you will have been asked to sign a 'record of condition of property form.' This form confirms that in the event of you leaving your home, you will be expected to return the property to the Association in good order.

Should you decide to end your tenancy, we will inspect your home, and if the state of decoration is not acceptable, we will require you to redecorate before you leave, or pay us to do it for you.

You must remember that any decoration that you undertake needs to be carried out to an acceptable standard.

If your home is brand new and you are the first tenant, we would ask that you do not re-decorate the property in the first 12 months, especially not paper the walls or ceilings. This will allow any minor drying out cracks in the plaster to be seen, and then made good. After this period, you can decorate the property.

The Association is responsible for painting the exterior of the building and the communal areas in blocks of flats i.e. halls and stairs.



## Handy tips for decorating

When decorating your home we ask that you do not use emulsion for anything except for walls and ceilings, and that you do not use gloss or emulsion paint on panelled radiators, storage heaters, electrical sockets and light switches. In the same way, we expect woodwork to be painted with suitable paint e.g. gloss or satinwood.

We accept that in certain situations older style radiators can be improved with a coat of paint, however you should only use enamel radiator paint for this type of work. Do not use emulsion or gloss paint as these products can cause deterioration to the radiator. It's worth you contacting us to get further guidance.

