

It is also advisable that you check where the following are situated in your new home

Electricity

Location of meter:

Meter No:

Location of fuse box:

Current supplier:

Meter reading/s:

Gas

Location of meter:

Meter No:

Current supplier:

Reading:

Water

Location of meter:

Meter No:

Location of stopcock:

Reading:

Household Refuse Collection

Recycling day:

Bin collection day:

Contact www.cornwall.gov.uk or 03001234 141

Alternative formats

Furvasow Erel

If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact:-

Mar mynnowgh hwi kavos an kedhlow ma war son-sidi, sonsnod, yn Braille, prynt bras, furvas aral po styrys yn taves dres Sowsnek, kesteveugh mar pleg:-

Cornwall Housing Ltd,
Chy Trevail,
Beacon Technology Park,
Bodmin,
Cornwall.
PL31 2FR

Tel: **0300 1234 161** - General enquiries and repairs

Text: **07941 712 712**

Email: info@cornwallhousing.org.uk - General enquiries and repairs:

www.cornwallhousing.org.uk

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Moving into your new home

Cornwall Housing Treven Kernow

www.cornwallhousing.org.uk
Tel: 0300 1234 161



We understand that moving is a stressful time, so we have put together this handy checklist for you to use:-

Rent payments

You can pay your rent by:

Direct Debit, Standing Order, Payment Card at Post Offices or Pay Point Outlets, Cash at One Stop Shops or by debit card over the phone on **0300 1234 161**.

If claiming Housing Benefit

You will need to let the benefits team know you have moved; it's important you do this right away. If you already claim housing benefit and live in Cornwall you can complete a change of circumstances form. If you are not currently receiving housing benefit you will need to make a new claim.

You can also inform the benefits team over the phone of any changes, they can be contacted on **0300 1234 121**.

What should I do if I can't pay my rent?

If you are unable to pay your rent, for any reason you should:

- Contact your Rent Management Officer Immediately on **0300 1234 161**.
- If you think you might be entitled to housing benefit, contact Cornwall Council on **0300 1234 121** to make an application.
- Keep your Rent Management Officer up to date with information about your housing benefit claim and financial circumstances.
- Seek independent advice on debts, money management and rent arrears from agencies like the Citizens Advice Bureau on **08444 994188** or the National Debt Line on **0808 808 4000**.
- **Do not ignore the problem, it will not go away!**

What happens if your rent account is in arrears?

The way that we collect rent and arrears, follows a specific structure that aims to maximise rent collection, but also to ensure that our tenant's individual circumstances influence that process.

If you do not pay your rent on time, you will be in arrears and we will have to take action to recover those arrears. In brief, we will take the following actions:

- Write to you detailing how much your rent arrears amount to and ask for payment or to contact your Rent Management Officer to make a payment agreement.

- If arrears continue, you will be contacted by an officer of the Rent Management Team to discuss your arrears and a way forward. This could be a telephone call or a visit to your home.
- If arrears continue, we will write to you again detailing how much your rent arrears amount to and ask for payment or to contact your Rent Management Officer to make a payment agreement. This is a final warning; the letter will explain that a Notice of Seeking Possession will be served if rent arrears continue.
- Failure to contact or rectify the arrears will result in your Rent Management Officer personally serving a Notice of Seeking Possession on your home. This is the first step to taking you to court.
- Continued withholding of payments will result in a possession claim being made. The court will order you to pay costs of £250 minimum as well as the rent arrears you owe.
- If you fail to pay after the court hearing, you may have to leave your home. If you move out while you have rent arrears, you will still have to pay the money that you owe!

Please remember, you will always be given the chance to pay the arrears that you owe. If you stay in touch with your Rent Management Officer we will try to provide you with the support that you need to resolve the issues you have and help you to sustain your tenancy and keep your home.

Repairs

When you signed your tenancy for the property the Housing Management Officer will have told you if there were any further repairs to be completed after let and that our repairs team will be contacting you to arrange a convenient time for these to be completed.

If you find that you need to contact the Repairs Section regarding a repair the contact details are:-

Telephone: **0300 1234 161** and select the option for reporting your repair.

Please refer to the Tenant Handbook for dealing with emergency repairs outside office hours.

Email: **info@cornwallhousing.org.uk** ensure that you give the address and contact telephone number.

You will need to notify the utility companies that you are the new tenant at the address, below are the main contact numbers.

Electricity

Western Power will be able to tell you which company currently supplies the electricity to the property. They will need the address and postcode.

www.westernpower.co.uk

General enquires: **0845 601 2989** Emergencies: **0800 365 900**

You can pay by key meter or direct debit. If there is a key meter installed at the property, you should contact the current supplier for a new key or you may be charged on the previous tenant's account.

Gas

The National Grid will be able to tell you which company supplies gas to the property. They will need the address and postcode.

www.nationalgrid.com/uk

General enquires: **0870 608 1524** Minicom: **0800 371 787** Emergencies: **0800 111 999**

You can pay by key meter, card or direct debit. If there is a key meter installed at the property, you should contact the current supplier for a new key or you may be charged on the previous tenant's account.

Water

You will need to contact **South West Water** to advise them you have moved into your new home.

www.southwestwater.co.uk

General enquiries: **0800 169 1133** Minicom: **0800 169 9965** Emergencies: **0800136 1144**

Applying for a water meter may help reduce your bill and installation is free. If a meter cannot be fitted and you are a single occupant, you can apply for a reduction in your bill.

Water bills are payable weekly, fortnightly or monthly by card, payment booklet or direct debit.

Television

You will need to contact **TV Licensing** to advise then you have moved into your new home.

www.tvlicensing.co.uk

New licences: **0870 522 6666** Changes of address: **0870 524 6246** General enquiries: **0870 576 3763**

Other people and companies you may need to tell of your new address

Services

Council Tax Telephone- land line Mobile phone TV Licence
Satellite / cable / internet services (Sky) Electricity Gas
Post Office- redirection (Royal Mail) Water Other

Health

Doctor Dentist Optician Hospital

Others

House contents insurance DLVA – vehicle registration DVLA – Driving licence
Car insurance School/colleges/nursery Newspaper deliveries
Milk deliveries