

If you would like this information in a different language,
in large print or on CD, please contact us on 01235 515900.

Polish Zamieszkanie

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

Portuguese Instalar-se

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

Bengali বসবাস করতে শুরু করা

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

Chinese 適應環境

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

Albanian Sistemimi në banesë

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

Slovakian Zabývanie sa

Ak požadujete túto informáciu v inom jazyku, vytlačenu s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

Soha Housing, Royal Scot House,
99 Station Rd, Didcot OX11 7NN

Tel: 01235 515900

Fax: 01235 515970

Email: housing@soha.co.uk

Website: www.soha.co.uk



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Settling in

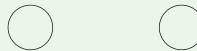
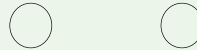


Tenants have helped us develop the following service standards.

Before you move into your home

We will:

- Give you a copy of the standards you can expect for our homes
- Always view the home with you before you decide if you would like to live there
- Explain any work (e.g. repairs or cleaning) that will be done before you move in
- Tell you about any planned maintenance work (e.g. New roof, kitchen, heating system etc) which is due to take place after you move in, and will give you a timescale for this work
- Give you details of local amenities
- Make an appointment with you to collect two sets of external door keys and sign the tenancy agreement



When you move into your new home

We will:

- Explain the tenancy agreement and the details of your new tenancy to you
- Answer any questions you may have about your home and tenancy, including different ways to pay your rent
- Make sure your new home will be safe by checking gas, electricity, smoke alarms, flooring, handrails and glazing
- Make sure your new home is secure, clean, in reasonable condition and has all services in working order
- Give you decoration vouchers for poorly decorated rooms and redecorate for you in certain circumstances (e.g. if ill or vulnerable)
- Give you a detailed information pack which includes:
 - Heating system instructions
 - An Energy Performance Certificate for your home
 - The location of any asbestos in your home
 - The location of your stop tap and gas/electric meters
- Visit you within 6 weeks to see how you are settling into your new home
- Ask for your feedback on how we helped you move

Getting connected – gas, electricity, phone and water

It is your responsibility to contact the local water supplier with your details. You will normally need to give them at least three working days' notice. We have an agreement with an energy supplier so that when you take on a Soha property, you will automatically become their customer for both your gas and electricity. They have promised that the same tariff will be used for customers on a pre-payment meter as for those paying by Direct Debit.

You can switch to an alternative services supplier from the day you take up your tenancy if you wish.

We will pass on your contact details and opening meter readings to the energy supplier, but this information will be used only for the purpose of our partnering contract. Your details will not be shared with anyone else.

If you want to change your supplier, you must let your preferred **gas** and **electricity** companies know you are the new tenant. Tell them your name and address and the exact meter readings. If you are not confident about doing this, ask them to send someone round to read the meters for you.

If your home has coin, card or key meters for gas or electricity, make sure you know where they are. Our information pack will indicate where all meters are located. If the gas runs out, turn off all the gas taps before you put money, a key or a card in the slot. When the gas comes back on, make sure the pilot light on the boiler is lit.

If your new home already has a landline **phone**, you should contact your chosen phone supplier to arrange for it to be transferred to your name - if you wish to take it over. If you don't do this before you move in, or you are changing providers, or the last tenants want to take their number with them to their new home, you may have to pay a reconnection charge.

The **water** supply should be on when you move in. If it isn't, find the stopcock and turn it on. Our information pack will indicate where the stop tap is located but you should check this all the same as you may have to turn this off quickly in an emergency.

Tell the local water authority that you've moved in so that you start paying charges regularly. If you don't, you could have a very big bill a few months later. If you pay your water rates to us, we will tell you.

Your home may have a water meter so you pay for the water you use rather than paying a set amount. You can ask your local water authority to fit a water meter, but they will charge you for doing this. You will need our written permission to fit a water meter.

Heating and hot water

Please make sure you know how the heating and hot water system works by looking at the instruction manual we give you. We want you to be warm and comfortable and keep your fuel bills down!

Council Tax

It's your responsibility to tell the Council that you are the new tenant. You should write to them (at the Council Tax department) with your name, your new address and the date you moved in. You can arrange to pay your Council Tax in monthly instalments. It's better to sort this out quickly as you could face a big bill later if you do nothing.



Getting benefits

You might be paying more, or less, rent than before in your new home. If you get welfare benefits, this could affect how much Housing Benefit you get. You should sort this out quickly so you don't find yourself short of money or having to pay back large amounts. We can help give you advice on what you may be entitled to and can help you fill in the forms or you can visit your local Citizens' Advice Bureau.

Home contents insurance

As your landlord, we have insured the building you live in, but it's your responsibility to insure your contents. From time to time, Soha is able to get preferential rates for contents insurance for our tenants. A leaflet will be included in your information pack.



Letting people know

Make a list of the people and organisations that should know you have moved. This could include your employers, benefit offices, banks and building societies, credit card companies, doctor and so on. You will also need to update the address on your TV licence.

For a charge, you can get the Post Office to redirect your mail from your old home to your new one.

Doctors and dentists

You can find a local doctor or dentist by putting in your postcode on the NHS website www.nhs.uk. For medical advice by phone, call **0845 4647**. Textphone users should call **0845 606 4647**.