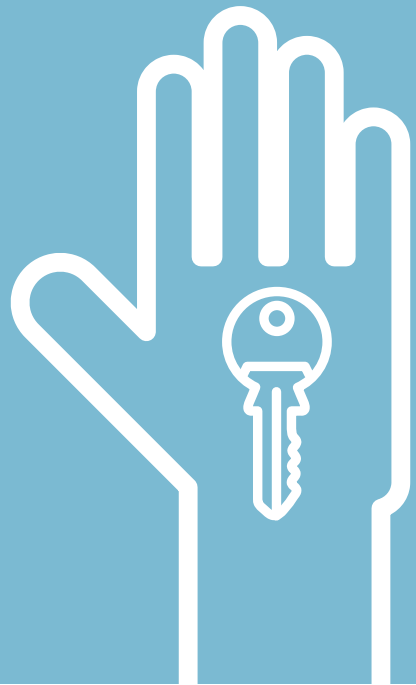




# Moving into your new home

at Two Castles  
Housing Association



## Moving into your new home

Welcome to your new Two Castles home! We ensure that all of our properties are maintained to a high standard, so when you move in, your home should be in a good state of repair.



## **What you can expect from your new home**

Any repairs needed are usually carried out before you move in, but very occasionally repairs may be done afterwards. If you require any repairs, please contact our local offices at Carlisle, Whitehaven or Newcastle.

Homes with gas heating or hot water supply will receive a Gas Safety Certificate and we will also survey the property in order to provide it with an Energy Performance Certificate. The electrical installation will also have been tested and certified as being safe.

On signing your tenancy agreement, you will be given an information pack for your home, but in any event, it is best to be aware of the following:

- where the fuse box/circuit breaker is based
- how to check and replace fuses when necessary or how to reset the circuit breaker
- where your gas, electricity & water meters are (if applicable)
- how to turn off your main gas supply
- how to turn your water supply off at the main stopcock.

## **Housing and Council Tax Benefit**

If you are a Housing or Council Tax Benefit recipient, please contact your nearest benefit office to tell them of your change of address or circumstances. If you are a new claimant, you should contact the nearest benefits office for more information.

## **Furnishings and decoration**

While we do not normally provide furniture or carpets, if you are in receipt of benefits you may be able to request a loan from your local benefits office to help with the provision of furniture in your new home.

In exceptional circumstances we may offer new tenants redecoration vouchers – you can find out if you qualify when signing your tenancy agreement.

## **I've moved in – who do I need to tell?**

There are certain authorities who need to know when you move into a new home. These are:

- your gas, electricity and water companies (if applicable)
- your council for Council Tax & Housing Benefit queries
- department of Works & Pensions (if you currently claim benefits).

## **What about home contents insurance?**

All of our tenants are strongly advised to take out insurance to cover damage or theft of personal belongings and household contents. We can give you details of a good, value for money policy where payment can be made weekly or monthly.

## **Can I make alterations to my new home?**

As a Two Castles' resident, you have the right to improve your home. You must receive written permission to do so from your local housing office first.

## **Can I keep pets in my new home?**

Some of our properties and schemes have certain restrictions regarding pets. This will be explained when you are applying for housing.

## **Can I be considered for a transfer or mutual exchange?**

If you wish to be considered for a transfer or mutual exchange, please contact your local Housing Officer to discuss in the first instance.

## **Is car parking available?**

Car parking is available at most Two Castles Housing Association schemes, for the use of all tenants and visitors. If you are a disabled driver or passenger, we may be able to allocate you a specific disabled parking space. Please contact your Housing Officer for more details.

## **What should I do if Two Castles does not meet these standards?**

There are a number of ways in which to proceed, including:

- taking it up with the staff member you have been dealing with
- if you are still unhappy, ask to speak to a manager
- if you are still unhappy, make a formal complaint under our Complaints procedure (see separate leaflet detailing this).



## Other Formats, Other Languages:

If you require this information in large print, Braille, audiotape or in other languages, please do not hesitate to ask.

Si vous souhaitez des informations dans une autre langue ou sous un autre format, veuillez nous le demander.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

Se deseja obter informação noutro idioma ou formato, diga-nos.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

Approved by **Two Castles Housing Associations Readers Panel**

### Regional Offices:

#### Regional Office (North East)

154 New Bridge Street

Newcastle upon Tyne

NE1 2TE

T: 0191 261 4774

F: 0191 261 9692

#### Regional Office (North West)

3 Castle Street, Carlisle

Cumbria

CA3 8SY

T: 01228 547463

F: 01228 597822

#### Area Office (Kendal)

3 Angel Yard

21-23 Highgate

Kendal

LA9 4DA

T: 01539 733319

F: 01539 730175

#### Area Office (Whitehaven)

Catherine Mill

Catherine Street

Whitehaven

CA28 7QT

T: 01946 591848

F: 01946 591880

For more information, visit [www.twocastles.org.uk](http://www.twocastles.org.uk)