

moving in



Moving In

Your Checklist

Here is a list of things you need to sort out when you are moving into your new home to make sure everything goes smoothly:

Landlord

Give the required notice to your landlord (if you are renting) and remember to return all keys.

Getting Benefits

If you are in receipt of benefits, you will need to inform either your local Department of Working Pensions or your local unemployment office to let them know your new address and the date the tenancy starts (you should do this immediately).

If you are on benefits or on a low income you may get all or part of your rent paid by the Housing Benefit office. You will need to get a housing benefit form from your local council's Housing Benefit office. If you require help in applying for benefits, our Benefits Advice Officer will be able to assist if necessary.

Gas and Electric

You will need to get the gas and electricity supply connected to your new home. It is important that you know where your electric and gas meters are situated as you will need to give meter readings to your supplier. If you are unsure of the location of your gas and electric meters, please contact your Customer Service Officer or Maintenance and Asset Officer.

If the gas and electricity supply to your new home has been disconnected prior to you moving in, you will need to contact a local supplier to arrange for re-connection.

If the gas and electricity supply of the property is currently connected you will need to contact the current suppliers to let them know that you have moved into the property. The suppliers will need the gas and electric meter readings so they can set up a new account for you.

If you do not know the suppliers of the property you can ring Transco (for gas supply) on 0870 608 1524 and ring North Electric Distribution Ltd (electric supply) on 0845 601 3268.

Some properties have gas and electricity meters which are prepayment meters that require you to top up the supply with a key or card. Some tenants prefer this type of meter as it is easier to keep a check on how much money is being spent on gas and electric. You will need to register your details with a local supplier so that they can provide you with a new key or card. It is advisable not to use keys or cards that have been left in the property by previous tenants so that you do not inherit their debt.

Water

You will need to let the local water company know that you are the new tenant as you are responsible in paying water rates to them. Some Three Rivers properties have water meters, and therefore you will need to take a meter reading for the supplier to set up your new account.

If you are unsure if your property has a water meter, please contact your Customer Service Officer or Maintenance & Asset Officer. For some of our properties, tenants pay an element of water rates (water supply) to Three Rivers. You will still need to contact the local water company, as you will still be responsible for paying sewage charges to them.

Telephone

To arrange to take over or install a telephone you will need to contact a local supplier.

Gas Commissioning

Every new Three Rivers' tenant must have their heating system checked to ensure that it is working safely before being used. Before we can check the heating system, the supply of gas and electricity must be connected. Once you have made arrangements to get your gas and electric connected, you will need to contact Three Rivers to arrange for the system to be checked.

Council Tax

You will need to contact your local Council Tax Office to let them know that you have moved into your new home as you are responsible for your own council tax payments. If you are on benefits or on a low income, you may get all or part of your council tax paid. You will have to submit a housing benefit/council tax form. Our Benefits Advice Officer will be able to assist you if necessary.

Insurance

Three Rivers has insured the fixtures and structure of your home. However, you are responsible for insuring the contents of your home. In the event of a fire, flood, theft, or storm damage, we have no obligation to give you financial assistance or compensation (even if damage to your contents has occurred by failure of the property eg. burst pipes). You will also need to insure yourself for claims from a third party, eg. if your washing machine leaks and floods the flat below.

You should also note that you may be liable for repair costs where you, a family member or a visitor has caused damage, accidentally or deliberately. You may want to ensure that any cover you obtain or already have includes this liability.

The cost of insurance need not be expensive and the money is well spent when you compare it to the cost of replacing the contents of your home. Three Rivers has teamed up with Royal and SunAlliance to provide a low cost insurance scheme for tenants. Please ask for our insurance booklet for more details.

Doctors and Dentists

If you are not already registered with a Doctor or Dentist, you will need to find out where your nearest doctors and dentists practices are located (you could ask your neighbours for recommendations). It is best to register with them straight away rather than wait till you are ill as you may need to go onto a waiting list first.

TV Licence

You will need to contact TV licensing to let them know that you have changed address. This can be done over the phone by contacting TV Licensing on: 0870 241 6468.

Letting People Know

Make a list of people and organisations that should know you have moved. This could include your employers, benefit offices, banks and building societies, credit card companies, etc.

Re-directing Mail

You can get the post office to direct your mail from your old home to your new home. However, there will be a small charge for this service.



We can produce this information leaflet in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

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আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا آپ کو ایک انٹریپرٹری کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Addresses

Head Office - Durham
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Sherburn Road Office
62/63 Bede Avenue
Sherburn Road Estate
Durham
DH1 2EN

Open: 10.00am - 1.00pm
Monday to Friday

Hartlepool Area Office
Central Buildings
Church Street
Hartlepool
TS24 7EB

Open: 10.00am - 1.00pm
Monday to Friday

Contact Customer Services Team

24 hours a day, 7 days a week and 365 days a year

0191 384 1122

customer.services@threerivershousing.co.uk

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