



Moving into your new home



Pride in Our Homes, Proud of Our Neighbourhoods

As a tenant you are expected to move in on the agreed moving in date and you will be responsible for the property from that date.

You must make sure that all your details are up to date before you sign your tenancy agreement. Failure to do so may delay the process.

You should also register your new address with the local authority for council tax purposes.

Gas and electricity

LMH is responsible for obtaining gas and electric certificates before you can move into your new home.

Gas

If you are exchanging a tenancy you are responsible for obtaining a gas safety certificate before you move into your home.

You must contact a registered gas supplier before you move in so they can connect your supply. You will be responsible for any charges other than connecting a gas fire that we own. Make sure you know where the gas stop-tap is because you may need to turn off the supply in an emergency.

Unless you have a pre-payment meter fitted, your supplier will send you a bill every three months.

Electricity

If you are exchanging a tenancy you are responsible for obtaining an electrical certificate before you can move into your home.

You must contact a registered electricity supplier before you move in so they can arrange to install a meter, or read the existing one. You will be responsible for electricity charges. Unless you have a pre-payment meter fitted, your supplier will send you a bill every three months.

Water

You are responsible for all water charges for your property. You must tell United Utilities as soon as you move in so they can register you as the tenant(s). They will let you know how much you have to pay and how you can pay.

Decorating your home

Decorating the inside of your home is your responsibility. When you view the new property your neighbourhood housing officer will tell you whether you are entitled to an allowance towards your decorating costs. This is based on the condition of the property and the size of the rooms. This money will not be paid in advance.

If the property does not attract a decorating allowance, the full cost of decorating the property is your responsibility.

Do I need to fill in a Housing Allowance form?

If you were receiving Housing Allowance at your last address, or you think you may qualify, you should fill in a Housing Allowance form. As part of the sign-up process your neighbourhood housing officer will check and verify the form and ensure that it is delivered to the Benefits Office.

Do I need to contact the Benefits Agency?

If you are receiving any welfare benefits you must tell the Benefits Agency of your change of address. Failure to contact or provide information to the Benefits Agency will delay the processing of your benefit form and may result in you having to pay full rent for any periods Housing Allowance is not claimed.

New tenancy visit

Your neighbourhood housing officer will visit you within the first six weeks to check all the details of your tenancy. They will discuss any issues you may have and will also make sure any repair work you were promised has been started or completed satisfactorily.

Translation, braille, audio tape and large print available on request. Call LMH on 0151 235 2328.

Na życzenie można uzyskać tłumaczenie lub informacje w innej formie, prosimy w tym celu zadzwonić na numer 0151 235 2328.

Vertimus ir kitus formatus galima gauti pareikalavus. Skambinkite telefonu 0151 235 2328.

Turjumaad qoraal ah iyo qaab-qoraalo kale ayaa la heli karaa haddii la codsado, fadlan wac 0151 235 2328.

Están disponibles a petición traducciones y otros formatos. Favor llamar al 0151 235 2328.

可以根據你的要求提供翻譯文本和其他版式的文本，請致電0151 235 2328

درخواست کرنے پر تراجم اور دیگر اشکال مہیا کئے جاسکتے ہیں، برائے کرم 0151 235 2328 پر فون کریں۔

অনুরোধ করলে অনুবাদ এবং অন্যান্য ছাঁদ পাওয়া যাবে। অনুগ্রহ করে 0151 235 2328 নম্বরে ফোন করুন
अनुवाद और अन्य रूपविधान पूछने पर उपलब्ध हैं कृपया 0151 235 2328 पर सम्पर्क कीजिये

Head Office:

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

North West Area Housing Office:

3 Mark St, Liverpool L5 0RF

Tel: 0800 678 1892

North Area Housing Office:

3 Falklands Approach, Off Parthenon Drive, Liverpool L11 5BS

Tel: 0800 678 1892

East Area Housing Office:

Unit One, Montrose Business Park, Edge Lane, Liverpool L7 9PX

Tel: 0800 678 1891

West Area Housing Office:

172 Park Road, Liverpool L8 6SJ

Tel: 0800 678 1893

South Area Housing Office:

4 Smithdown Place, Liverpool L15 9EH

Tel: 0800 678 1893

Repairs:

Tel: 0800 678 1894

Email: info@liverpoolmh.co.uk

www.liverpoolmutualhomes.org



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