

# Tenancy Support

Moving into your new home -  
a useful guide for tenants



This guide is to help you settle into your new home and acts as a checklist of important things to remember to help make your move as stress free as possible. Moving home can be one of the most stressful life events we experience. There are many things to consider to ensure the transition period runs as smoothly as possible. We have provided you with a checklist to help remind you of important things to do:

## Rent and Council Tax

### **Have you got your Rent Payment Card (Allpay Card)?**

- If you have not received this within 2 weeks of moving in please contact the Income Recovery Team on 08456 035 399

### **Have you made a claim for Housing and Council Tax benefit?**

- If you are on a low income or in receipt of the following benefits:

- Income Support
- Jobseekers Allowance
- Incapacity Benefit/ Employment and Support Allowance
- Pension Credit

you may be eligible for financial assistance with your rent and council tax. Complete a Housing Benefit form as soon as possible and hand into your local council office as you will be charged rent from the date your tenancy starts (Monday).

### **Have you registered with Council Tax and informed them when you moved in?**

## Utilities

Set up utility accounts with suppliers.

Remember to take meter readings and check if there is a debt on the meter from the previous tenant:

**Electric**

**Gas**

**Water**

**Tip:** To find out who your gas supplier is contact Transco - 08706 081 524

**Gas servicing**

- Once an account has been set up in your name do not forget to contact Kinetics to get your gas boiler serviced when you first move in, you can contact them on Customer Services 0845 603 5399

**Buy a TV licence**

## Changing address

**Who have you notified?**

Bank / Building Society

Doctor

Benefits (DWP)

Dentist

Credit Cards

DVLA

Inland Revenue

Employer

Insurance Company

Post Office

Telephone / Mobile

Schools

TV Licence

## Local Services

If you have moved to a new area you may want to consider registering at local services such as:

Doctor

Dentist

Schools

**You may also want to familiarise yourself with the local bus services and routes**

## Furnishing your home

Have you insured your belongings? Spire Homes only insures the building and not its contents

**Get contents insurance**

There is a leaflet and application form included in your sign up pack for the National Housing Federation scheme

**Have you got a gas cooker?**

Get it fitted by a registered Gas Safe engineer

If you are resettling into a new home and are in need of essential items to furnish it and are in receipt of either:

- Income Support
- Income based Jobseekers Allowance
- Income related Employment and Support Allowance
- Pension Credit

you might be eligible for a Community Care Grant (a tax free sum of money you do not have to pay back) from the Social Fund to help finance the cost of furnishing your home with essential items.

**Contact your local Jobcentre for a claim form and further information**

## Useful Phone Numbers

You might need to contact a number of different agencies when you first move in. We have compiled a list of phone numbers you might find useful:

### **Spire Homes One Stop Shop Service**

**08456 035 399**

(For any query regarding Spire Homes, contact Customer Services who will either be able to deal with your query on first contact or direct you to the correct department. You can use this service to also report a repair, contact your Housing Officer and Income Recovery team)

### **Care and Repair**

**01933 410084**

(Offer help with repairs/adaptations for homeowners and private tenants aged 60 or over, or of any age with a disability in East Northamptonshire and Wellingborough. Also run the Community

Safety Fund to help improve security through door chains, key safes, security lighting, alarms etc)

<b>Corby Borough Council</b>	<b>01536 464000</b>
<b>East Northamptonshire Council</b>	<b>01832 742000</b>
<b>Northamptonshire County Council</b>	<b>01604 236236</b>
<b>Rutland County Council</b>	<b>01572 722577</b>
<b>Wellingborough Borough Council</b>	<b>01933 229777</b>
<b>Social Services (Children and Young people)</b>	<b>01933 220700</b>
<b>Social services (Adults)</b>	<b>08451 244 500</b>
<b>Police—General enquiries</b>	
<b>Corby</b>	<b>01536 400400</b>
<b>Kettering / Wellingborough</b>	<b>08453 700 700</b>
<b>Rushden</b>	<b>01933 440333</b>
<b>Rutland</b>	<b>01162 222 222</b>
<b>Kettering General Hospital</b>	<b>01536 492000</b>
<b>Nene Doc - Out of hours GP surgery</b>	<b>03336 664 664</b>
<b>Northampton General Hospital</b>	<b>01604 634700</b>
<b>Peterborough District Hospital</b>	<b>01733 874000</b>

## **Advice services**

This is a list of services that provide different types of advice ranging from debt and benefits to health and emotional.

<b>Children and Young People's Services</b>	<b>01604 237935</b>
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(Offer advice on local childcare facilities in Northamptonshire)

### **Citizens Advice Bureau**

<b>Corby</b>	<b>01536 265501</b>
<b>Oundle</b>	<b>01832 272044</b>
<b>Rushden</b>	<b>01933 317311</b>
<b>Rutland</b>	<b>08451 203 7005</b>
<b>Thrapston</b>	<b>01832 273840</b>
<b>Wellingborough</b>	<b>0844 855 2122</b>

(Offer a wide range of advice on issues including housing and benefits, employment rights and discrimination, debt and tax issues)

**Community Law Services (Welfare Rights)** **01604 621038**

**CLS Appointment line** **01604 636112**

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[enquiries@communitylawservice.org.uk](mailto:enquiries@communitylawservice.org.uk)

(Offer a range of advice and representation on welfare benefits, debt, family, housing and immigration across East Northamptonshire)

**Eastern Area Police Domestic Violence Unit** **01933 681118**

### **Jobcentre Plus**

<b>Corby</b>	<b>01536 343000</b>
<b>Rushden</b>	<b>01933 333900</b>
<b>Stamford</b>	<b>01780 683900</b>
<b>Wellingborough</b>	<b>01933 221200</b>

**NHS Direct** **0845 4647**

(24 hour helpline offering health information and advice)

**Samaritans** **08457 909090**

(Offer confidential non judgmental emotional support 24 hours a day)

### **Victim Support**

**Corby/ Wellingborough/ Kettering**

**01933 226655**

**01536 417119**

**Rutland and Leicestershire**

**01162 580 678**

(Offer free and confidential support to victims and witnesses of crimes)

### **Women's Aid**

**08082 000 247**

(Offer services such as support, advice, drop in centre's and refuge access)

## **Benefits**

If you need to make a claim or enquire about an existing claim for benefits you can use the following contact numbers. For further information about these benefits contact your local Jobcentre

### **Child Benefit**

**08453 021 444**

### **Council Tax Benefit**

**Corby**

**01536 464000**

**East Northamptonshire**

**01832 742000**

**Rutland**

**01572 722577**

**Wellingborough**

**01933 229777**

**Disability Living Allowance**

**08457 123 456**

**Employment Support Allowance**

**08456 094 904**

**Housing Benefit**

**Corby**

**01536 464000**

<b>East Northamptonshire</b>	<b>01832 742000</b>
<b>Rutland</b>	<b>01572 722577</b>
<b>Wellingborough</b>	<b>01933 229777</b>
<b>Incapacity Benefit</b>	<b>08456 094 904</b>
<b>Income Support</b>	<b>08456 094 904</b>
<b>Jobseekers Allowance</b>	<b>08456 094 904</b>
<b>Social Fund</b>	<b>08456 088 543</b>
<p>(Offer lump sum payments, grants and loans from the DWP. These can include Crisis Loan, Budgeting Loan, Community Care Grant, Sure Start Maternity grant, Funeral Payment and Winter Fuel Payments)</p>	
<b>Tax Credits</b>	<b>08453 003 900</b>

## **Furniture**

The following agencies offer second hand furniture which includes electrical and white goods. If you are on certain benefits you might be able to buy the goods at a cheaper rate. Contact the agencies for further details.

<b>Pheonix Furniture Project (Kettering)</b>	<b>01536 310477</b>
<b>Sofawise (Wellingborough and Rushden)</b>	<b>01933 270623</b>
<b>Corby Turnaround Project (Corby)</b>	<b>01536 402181</b>

## Utilities

Use these numbers to set up your accounts with your supplier(s) when you first move in.

<b>Anglian Water – Bill Enquiry</b>	<b>08457 919 155</b>
<b>Anglian Water – General enquiries</b>	<b>08457 145 145</b>
<b>British Gas – Enquiries</b>	<b>08000 480 202</b>
<b>British Gas – Prepayment meter enquiries</b>	<b>08000 480 303</b>
<b>EDF – Enquiries</b>	<b>08000 969 000</b>
<b>EDF – Prepayment meter enquiries</b>	<b>08000 151 733</b>
<b>EON – Electric prepayment meter enquiries</b>	<b>08453 033 040</b>
<b>EON – Gas prepayment meter enquiries</b>	<b>08453 008 144</b>
<b>EON – General enquiries</b>	<b>08453 033 010</b>
<b>Floodline</b>	<b>08459 881 188</b>

(This is a flood warning advice service set up by the Environment Agency, you can also contact them to join a free 24 hour Floodline Warnings Direct Service which updates you on risks in your area)

<b>National Gas Emergency Service</b>	<b>0800 111 999</b>
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(If you suspect there is a GAS ESCAPE then contact NGES immediately, they are open 24/7)

<b>NPower – Billed enquiries</b>	<b>08450 704 850</b>
<b>NPower – Prepayment meter enquiries</b>	<b>08450 704 853</b>
<b>Southern Electric – Electric enquiries</b>	<b>08457 444 555</b>
<b>Southern Electric – Gas enquiries</b>	<b>08457 585 401</b>

**Transco**

**08706 081 524**

(Contact Transco to find out who your gas supplier is)

**TV Licence – Cash Payment Plan**

**08457 289 289**

**TV Licence – Change of address**

**08448 005 850**

**TV Licence – Direct Debit payments**

**08448 005 840**

**TV Licence – General enquiries**

**08448 005 870**

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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### **Rushden Office**

1 Crown Court  
Crown Way  
Rushden  
Northamptonshire  
NN10 6BS

t: 0845 603 5399

text: 447797 800062

### **Rutland Office**

Pinewood  
1 Cold Overton Road  
Oakham  
Rutland  
LE15 6NT

t: 01572 755465

text: 447797 800062

email: [spirehomes@longhurst-group.org.uk](mailto:spirehomes@longhurst-group.org.uk)

[www.spirehomes.org.uk](http://www.spirehomes.org.uk)



Resident  
Inspector  
Approved



business for neighbourhoods