

Tenancy Support

moving into a Spire home
a guide for new 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 created a quick checklist to 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)

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

Advice services

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

Children and Young People's Services	01604 237935
---	---------------------

(Offer advice on local childcare facilities in Northamptonshire)

Citizens Advice Bureau-

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

(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 Benefits advice line	01604 636112
CLS Debt advice line	01604 623700

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

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

Jobcentre Plus-

Corby	01536 343000
Rushden	01933 333900
Stamford	01780 683900
Wellingborough	01933 221200

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

East Northamptonshire

01832 742000

Rutland	01572 722577
Wellingborough	01933 229777
Incapacity Benefit	08456 094 904
Income Support	08456 094 904
Jobseekers Allowance	08456 094 904
Social Fund	08456 088 543

(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)

Tax Credits	08453 003 900
--------------------	----------------------

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.

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

Utilities

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

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

(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)

National Gas Emergency Service	0800 111 999
---------------------------------------	---------------------

(If you suspect there is a GAS ESCAPE then contact NGES immediately, they are open 24/7)

NPower – Billed enquiries	08450 704 850
NPower – Prepayment meter enquiries	08450 704 853
Southern Electric – Electric enquiries	08457 444 555
Southern Electric – Gas enquiries	08457 585 401
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.



=



Lãngüagê Liñè

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

www.spirehomes.org.uk

