

Moving Home



"Better homes and better services for better lives"



Moving Home?

Moving home can be a stressful time. When you move into or out of an Acis Group property, you will need to remember to do several things. This booklet explains what you need to do and refers to people with secure and assured tenancies.

Collecting keys for your new home

We will arrange a suitable time and date for you to collect your keys. You will meet your new Area Housing Manager who will explain various things about your tenancy and answer any questions you may have.

You will be given new keys to the property - please remember to return all keys to the landlord of the property you are leaving, including any copies you have made.

Paying your rent

You can pay your rent by:

Direct Debit

Standing Order

Post Office payment card

Your Area Housing Manager will discuss these options with you.

If you are claiming Housing Benefit you will have been asked to bring evidence to support your claim. Your Area Housing Manager will help with your application, but please remember it is your responsibility to ensure your rent is paid.

Decorating Allowance

The property you are moving into may have been allocated a decorating allowance. This will be agreed with your Housing Manager.

Gas and electricity to your home

You will need to contact the suppliers to sign up for a new supply. You may not know who the supplier is but if we have this information, we will inform you of this below.

Your gas supplier is:

You can contact them on:

Gas meter reading:

Taken on:

Your gas meter is located:

Your electricity supplier is:

You can contact them on:

Electric meter reading:

Taken on:

Your electric meter is located:

To find out who is supplying gas to your home, please contact Transco on **0870 608 1524**.

To find out who is supplying electricity, please contact MPAS on **0845 330 0889**. They will need the serial number that is on your meter.

They will also need the following information:

- Your new address including postcode.
- The date you moved in and accurate meter readings from the day you moved in.
- If there is any debt on pre-payment meters, please inform the supplier so they can make an appointment to reset your meter.

Recommissioning of your gas central heating

If your home has gas we will have had it cut off for safety reasons while the property was empty. We will arrange a convenient appointment with you for our gas engineer to call at your home and check that everything is working, give you advice on how to operate your heating appliances and issue a safety record, if you were not given one with your keys.

Please note that your gas central heating and any gas appliances will not work until this appointment has been carried out. **Your appointment is:**

Repairs

Your new home will be in a good state of repair when you move in. If there are any repairs that still need to be done, we will tell you about this when you sign for the tenancy. If you experience any problems and want to report a repair, you can do this at any time by telephoning the Customer Contact Centre on 0800 027 2057.

REPAIRS OUTSTANDING

You don't need to ask us if you want to put in a telephone – just go ahead and arrange it. However, you will need to ask our permission to install a satellite dish.

If you would like to make any alterations or improvements to your new home, you will need our permission. Please request a form from our Customer Contact Centre on 0800 027 2057.

Welcome visit

Your Area Housing Manager will contact you to arrange a visit to check you are settling in and discuss any issues you may have. Please let us know if you are unavailable so we can arrange a more convenient date and time.

Checklist for moving home

- Give notice to your existing landlord and pass on your forwarding address
- Make a note of the day your keys are due back
- Arrange for phone disconnection/reconnection
- Arrange contents insurance for your new home
- Arrange removal of rubbish/unwanted items
- Check everything is clean and tidy
- Make sure any damage is repaired (you may be charged if not) and your rent is up to date
- Turn off water, gas and electricity, read meters
- Hand keys in/pick up new keys

Who needs your new address?

- ◆ Bank
- ◆ GP/Dentist
- ◆ TV licensing
- ◆ DVLA
- ◆ Department for Works and Pensions
- ◆ Gas/Electricity supplier/Water Company
- ◆ Council Tax Office/Housing Benefit Office

Leaving Your Home

Giving notice

When you want to leave your home you must write to us and give 4 weeks notice that you are leaving.

You are liable to pay rent for the period of your notice, even if you hand in the keys prior to the date of termination. In some cases this may be reduced, at the discretion of Acis Group. In some circumstances you may need to extend your notice. Please apply in writing if this is the case.

When we receive your written notice, we will confirm in writing the date and time you need to hand your keys in. We will also send you an appointment for your Area Housing Manager to carry out a pre-termination inspection.

The Pre-termination visit – what to expect

The purpose of this visit is to inspect the condition of the property and to discuss any issues about your tenancy. Please ensure all rooms and gardens are accessible so we can inspect all areas.

We ask you to leave your home in good repair when you move out, and we will have to charge you if you do not. You will need to leave all internal fittings such as doors, fires, light sockets and cooker points.

If, for example, you have removed a door, then you need to fit a suitable replacement, which you should ask us to inspect.

If you have made improvements or changes to your home without permission, we could ask you to reinstate it to its original standard. Remember, you are responsible for any damage caused by yourself, your family and guests. We will agree any works you need to carry out and issue you with confirmation of these. This will include any garden works or items to be cleared.

Please remember, if you fail to carry out these works you will be charged.

We will also discuss your rent account with you. You need to make sure that your rent is up to date when you leave. If you can't bring your account up to date, it is very important that you speak to your Area Housing Manager and arrange to pay the rent and other charges you owe.

If you don't do this, you could be taken to court or referred to debt recovery, so please telephone the local office first or discuss it when you hand in your keys.

You must ensure that the property, including gardens, sheds and stores, are clear of all items and left clean. If you fail to do this then any items remaining will be cleared and you will be charged.

If you require any assistance with disposal, please contact your local Council.

Returning Your Keys

The keys to your property should be returned no later than 12 noon on the Monday that your tenancy ends, otherwise another weeks rent will be due.

Useful Contacts

Acis Group FREEPHONE	0800 027 2057
Transco emergency number	0800 111 999
Transco automated response (to find out gas supplier)	0870 608 1524
Meter Point Administration Service (MPAS) (to find out electric supplier)	0845 330 0889
NPower Yorkshire	0845 675 0425
NPower Midlands	0845 714 5146
NPower Northern	0845 602 6363
British Gas – Gas	0845 609 1122
British Gas – Electric	0845 7888 400
E On (Powergen) Gas	0800 003 400
E On (Powergen) Electric	0800 363 363
EDF Energy	0800 096 9000
West Lindsey District Council	01427 676676
Sheffield City Council	0114 272 6444
Veolia (clearing bulky items)	0114 273 4567
Anglian Water	0845 145 145
Severn Trent Water	0800 783 444
National Housing Federation (for Home Contents Insurance)	0845 337 2463

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਅਨੁਵਾਦਕ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।

Překladačské služby jsou k dispozici

Service de traduction disponible

پیرہ دا خزمہ تگوزاری تہ رجوعہ ہہ بہ
کورڈی - نینگئیس

Xizmeti wegerandine amadeyo

提供翻译服务。

Oferejemy usługi tłumaczeniowe

Übersetzungsservice erhältlich

提供翻譯服務。

ਅਨੁਵਾਦ ਕਰਨ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ-

Překladačské služby k dispozici

Waxaad Helayaa Adeeg Turjumaad

خدمات لترجمة متوفرة

خدمات ترجمه مهیا میباشند

Oferece-mos Serviço de Tradução

ለገልግሎት ምትረጃም አሰጥፎ ለሰጥፎ

Çeviri servisimiz mevcuttur

ترجمہ کرنے کی سروس دستیاب ہے

Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

Acis Group Limited

Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

email: info@acisgroup.co.uk

web: www.acisgroup.co.uk

FREEPHONE: 0800 027 2057

text: 07800 002270

