



## St Luke's Housing Society Limited – Useful Information

### Moving In

#### What do I need to know?

When you have signed your tenancy agreement and received your keys you are free to move in, unless we have agreed any arrangements such as final decorating etc. As a tenant of St Luke's Housing Society you have security of tenure.

#### What do I need to do?

- You need to inform Council Tax that you have tenancy start and move in date, and if you are single ask for the 25% single occupancy reduction. (We will also inform them that you are the tenant from your tenancy start date.)
- You need to make a note of your electricity meter reading and inform your electricity supplier that you have moved in. (We will also inform them that you are the tenant from your tenancy start date and meter reading on that date.) You are free to change electricity supplier or your tariff if you so wish.
- You will need to arrange for any telephone or broadband services you wish to have to be connected.
- You may need to sort out carpets/curtains etc. We are happy to help with putting up curtain rails etc. through our handyperson service, and to provide access – with your permission – to carpet fitters etc. during normal working hours. Please check with us that we will be available.
- You will need to inform people like your bank, pension provider, family and friends of your new address. We recommend you also set up a post redirection from your previous home as it is easy to forget to notify somebody and this acts as a reminder.
- You need to arrange your move – whether through a removal company or under your own steam.
- Also – don't forget – you will need to do a lot of these things in reverse for the property you are moving out of!

## What about money matters?

If you are eligible for help with your rent (**housing benefit**) or council tax (**council tax benefit**) you should make a claim as soon as you have signed your tenancy agreement. For these benefits your savings (including shares, property etc.) must be less than £16,000, unless you get the guaranteed credit element of pension credit. If you are in any doubt we can run a simple check for you, or you can do this yourself on <https://www.entitledto.co.uk/> if you have internet access. We can help you make your claim if you want.

For your **rent** you should have set up your standing order, to be paid on the 1<sup>st</sup> of the month (or the first working day thereafter) to:

St Luke's Housing Society Limited

Sort code: **30-94-04**

Account number: **00140340**

If there is some odd sum to pay, or you can't set up this standing order for your first payment, you can pay us by BACS or cheque. We are sorry we cannot accept card payments.

For your **refurbishment** charge you will need to pay this as agreed at sign up, which may be as a lump sum or monthly instalments.

## What about when I have moved in?

We will be on hand to help with any questions or queries. Our House Manager will visit you as soon as it is convenient for a settling-in visit and to complete your support plan.

Please take some time to look through your Tenant Folder. There is a lot of useful information contained there, including how to contact staff, repairs information, etc. It may help you think of questions you would like to ask.

Another source of useful information is the noticeboards in the main lobby. There is information on social events, meetings etc. Please try to check it at least weekly, and ideally more often.

## I moved in 4 weeks ago, and everything is done. Is that it?

No. We remain on hand to provide support throughout your tenancy. Please don't be afraid to ask us – if we are unable to help ourselves, we can usually point you in the right direction.