

Welcome to your new home in Solihull

Our teams are here to support you in your new tenancy. We will make every effort to provide information and sign posting services to assist you throughout your tenancy.

If you live in a High Rise block, you will be visited by the Estates Team within 2 months to discuss building safety.

Paying your rent

During your tenancy sign up, the Officer will confirm the rent payable or an estimated amount of rent due if you are waiting for a housing benefit or Universal Credit claim to be processed.

If you wish to claim benefits you will need to make an application online. Proof of income and ID must be supplied for all adults in your household:

- Proof of income and ID can be uploaded as part of your application where copies are acceptable.
- You can send this information to PO Box 8118, The Council House, Solihull B91 9WZ.
- Or you can provide documents at any of our Solihull Connect walk-in centres.

You may also need some additional information if you work and do not have any wage slips or are self-employed.

Important: Housing Benefit or Universal Credit Housing Costs cannot be paid until you have provided the evidence asked for, so it is important that you supply this as soon as possible.

For Housing Benefit you can phone Solihull Connect on 0121 704 8200 or for Universal Credit, visit your local Job Centre if you have any queries or require assistance with your application.

A payment swipe card will be posted to you within 14 days of your tenancy starting. If you encounter delays on receiving this card, please telephone Solihull Community Housing Contact Centre on 0121 717 1515.

The Contact Centre can provide you with advice and support on a range of queries that you may have now and once you are a tenant.

Utilities – Gas and Electric

We are working in partnership with **Energy Angels**. They provide a quick service to deal with any meter problems before the property is re-let, and to ensure there is a current supply when you move in.

Information on how we share your details with Energy Angels can be found on our Solihull Community Housing Privacy notice:

www.solihullcommunityhousing.org.uk/about-us/information-governance/data-protection/

If you are moving from one property to another, remember to inform your current gas / electricity supplier that you are moving addresses and take meter readings the day you move out.

If there is a gas supply to your property for your, cooker or heating and hot water you will need to arrange to have this recommissioned. If you have a gas cooker we will fit this but it must be unpacked, meet the current gas safety regulations and be in the property at the time of the appointment. We will not re-attend to fit this.

The re-commission appointment will be completed during normal office hours. You will need to give us at least 24 hour notice and ensure you have at least £5 credit on both your gas and electric. It is important that you attend this appointment as there may be delays with re-scheduled appointments.

Housing and Council Tax Benefit require appropriate proof within 7 days of the start of your tenancy. You may lose your entitlement to Housing Benefit if you do not occupy your property when your tenancy begins.

Universal Credit Housing Costs require proof of rent amount before your claim can be processed. You can do this on your on-line UC journal or you can make an appointment at your local Job Centre to provide this information.

Remember to notify The Benefits Agency that you have moved address.

Broadband and TV

Contractors may require access to communal areas or service areas (if you live in a flat) to install this.

You will need to contact us to let us know which contractor needs access and what area they require access to.

Our Estates assistant will attend the block to allow access, however appointments are only available on a **Tuesday or Thursday between 9am-3pm.**

Please call us on 0121 717 1515 to arrange this.

Decorating your new property

When removing existing wallpaper, we would advise you do not use a steamer. If any damage is caused to plastering because of this, it will be your responsibility.

Any blockages caused due to decorating matter being disposed of incorrectly either in wash hand basins, toilets, kitchen, sinks, baths and balcony drains will also be your responsibility.

Furniture and Appliances

Please measure your property and check the lift size in flats to ensure that removals and deliveries will be possible for large items of furniture.

Also check any non-standard size appliances before moving or purchasing as they may not fit in your kitchen.

Tenant Handbook

Everything you need to know for a successful tenancy can be found in your Tenant Handbook.

You will find a digital copy on our website: www.solihullcommunityhousing.org.uk/about-us/policies-and-procedures

Important:

If you decide not to move into the property after you have signed the Tenancy Agreement you will need to provide four weeks' notice and you will be charged rent for this period.

Tell us about your experience how did we do?

Feedback will be used to improve our services.

Please complete our online Voids, Allocations and/or Tenancy Sustainment Survey by visiting our website: <http://feedback.solihullcommunityhousing.org.uk/leave-feedback/moving-to-your-new-home/>

Privacy Notice

For information on how we hold or share your personal details with other agencies please see our Privacy Notice by visiting:

www.solihullcommunityhousing.org.uk/about-us/information-governance/data-protection/

If you have a smart phone, you can scan the QR code below.

