



Homes & Enterprise

Supporting BME Communities and Multi-Cultural Neighbourhoods

Moving In



What you can expect from your new home and what to do next

What can I expect from my new home?

We want all our properties to exceed the Decent Homes Standard. That's why we will make sure that in your new home:

- ✓ The gas and electricity have been tested and passed as safe, and you have the safety certificates
- ✓ Doors and frames are fitted correctly and are not damaged
- ✓ Windows are double-glazed and can open (you will be supplied with a key) and frames are secured
- ✓ An energy performance assessment has been carried out and you have a copy of the certificate
- ✓ Heating and hot water systems are working correctly and that you have a boiler manual. If you need help using your heating system, we can explain it to you.
- ✓ Is safe, well ventilated, free from damp, clean and tidy - meeting the 'Health & Safety Standard Rating'

Plus we'll make sure that in your kitchen:

- ✓ Fixtures and fittings (i.e. cupboards) have been checked for damage and replaced if necessary
- ✓ Drawers can open and shut properly
- ✓ Worktops are clean and not damaged, if they are we'll replace them with same design/colour or the nearest match

And your bathroom will be checked to make sure:

- ✓ It's clean and tidy
- ✓ Any cracked or stained fixtures or tiles are replaced
- ✓ You have a shower that works properly and have a shower curtain rail and curtain.



New tenant satisfaction questionnaire

In order to improve our service in the future, we would be grateful if you could to take the time to answer the following questions about your experience of moving into your new home.

Once you have completed this questionnaire you can send it back in the post, or hand to any member of Unity staff.

Please rate the following items by ticking the box:



The service from Unity staff while you were on the waiting list	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The information provided when you signed up for your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Did you receive a copy of the 'Lettable Standards' leaflet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The condition of your new home when you moved in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The condition of the internal communal areas (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The condition of the external communal areas (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The service from Unity staff while you moved in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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New tenant satisfaction questionnaire



Did your move go smoothly? Do you think Unity should have done anything differently? Please write any comments below:

Your name.....

Address.....
.....

Now please return your questionnaire to:

Unity Housing Association, 113-117 Chapeltown Road,
Leeds, FREEPOST NEA2498, LS7 3HY

or hand in to any member of staff

Will Unity decorate my new home?

The simple answer is 'no'

Yes, we'll make sure it is in a good condition and safe to live in, but decorating (i.e. wallpaper, carpets, etc) the property is your responsibility.

If your home needs decorating because the decoration is damaged or dirty, you may be able to get some decorating vouchers from us to help you with decorating costs.

Insuring your belongings

Unity has insurance to cover the property (structure) and the fittings within it. We do not insure your personal belongings - that is your responsibility.

It is a condition of your tenancy that you insure your belongings against fire, theft and damage.

What else can I expect?

We will give you the following information to make sure that you know your rights.

- Tenancy agreement and sign-up pack
- Advice about paying rent and claiming housing benefit
- Home insurance application pack

We will also make the following checks to see if everything has gone smoothly:

- New tenant satisfaction questionnaire
- Visiting you at your new home 4-6 weeks after you move in

Moving in - your checklist

There will be a few companies you'll have to tell about moving into a new home, here's a checklist of some of the most important ones. Hopefully this helps you not to forget!

- TV License.....
- DVLA (Driving license).....
- Banks/Building Societies.....
- Schools.....
- Water Company.....
- Gas & Electric Suppliers.....
- Benefits Agency.....
- Doctors & Dentists.....
- Council Tax.....
- Credit Card Companies.....
- Post Office.....
- Family & Friends.....

Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

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