

On the Move



Advice for care leavers



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

The Independence Support Team would like to congratulate you on moving into your new home. We hope that your move is as pleasurable as possible.

Our experience has shown that moving home can be quite stressful. Now you have physically moved your personal belongings, there are many other things for you to consider.

In order to try and make this process as simple as possible, we have designed a '**moving in pack**' for you. Your '**moving in pack**' contains information on a wide range of issues that you might find useful.

Moving in

When you sign your tenancy you should receive:

- a copy of your tenancy agreement
- keys to your new home
- name and contact details of your housing officer
- information from your housing provider about your rights and responsibilities as a new tenant

- information about your housing provider's complaints and comments procedures.

A member of staff from your housing provider should be on hand to go through all of these and any other relevant details.

If you are entitled to claim Welfare and housing/council tax benefits, your claim form should be completed at the time you sign your tenancy. Your housing provider may agree to forward the application to the Housing Benefit Team on your behalf.

If you received correspondence from the Housing Benefit Team regarding your claim, it is your responsibility to respond to their request. You must do this within the time they have allocated. It would also be very helpful if you keep your housing officer informed of all communication that you receive.

Getting connected

Now you have moved into your new home, you will need to register with the relevant utility companies.

This includes registering for:

- gas
- electric
- water
- council tax
- and a television licence

There are many companies that can supply you with utilities such as gas, electricity and water. It is likely, therefore, that many utility companies will be competing for your service.

You have the option of registering with some of the larger and well know utility companies; alternatively, you can do some research of your own to find a competitive service with cheaper rates. Whichever option you go for, please make sure you read and understand the terms and conditions of the service you are purchasing.

A good website to compare the different utility companies is **www.ukenergy.co.uk**.

We encourage you to read this information and act promptly. Should you need any help with this, please contact your housing officer or your personal advisor to discuss.

Paying your rent

If you are responsible for paying your rent, your housing officer will explain how you can make payments when you sign your tenancy.

You will either have a rent book or a payment card, which will contain your landlords bank account number and your unique tenant reference number. Payments can usually be made at your housing provider's local office or the post office. Alternatively, you can arrange to set up a standing order with your bank/building society.

Whichever method you choose, it is important to ensure that your correct payments are made.

Help with your rent

Paying your rent may take a large proportion of your income.

Depending on your circumstances, you may be entitled to housing benefit to help you to meet some of the cost. It is very important to make a claim for housing benefit, even when you are unsure if you are entitled to it. Always keep copies and obtain receipts of forms and any

information you received from or send to housing benefit.

We have enclosed some details about getting help with rent and it is important that you read it. For further advice on housing benefit, please contact your local authority, benefit agency or speak to your housing officer.

Reporting repairs

It is important that you know how to report a repair. Make yourself familiar with the telephone number and keep the number in a safe place.

When you contact your housing provider to report a repair, you will have to give them your name and address. It is likely that they will ask you a series of questions about the problem you are reporting. It is important that at the end of the call you confirm whether they will be sending a contractor out to carry out the repair. You will also need to find out how long it will take for the contractor to come to your home.

Remember, if the contractor needs to gain access to your home, only make appointments you know you can keep. If you fail to keep an appointment

with a contractor, your housing provider may charge you for the call out fee.

Ending your tenancy

You may wish to bring your tenancy to an end at some point in the future. You will need to speak to your housing provider to confirm what format they accept. Generally speaking there are two ways to end your tenancy:

- Surrender
- Notice to quit

'Surrender' may only take place with the consent of your housing provider. Therefore, you will need to speak to your housing provider.

'Notice to quit' is generally the accepted format for ending your tenancy. You will need to ensure that you have included all the necessary information. We have enclosed a copy of the information that should be contained in a **'Notice to Quit'** in your **'moving in pack'**.

It is important that you end your tenancy in the correct way. Your housing provider will continue to charge you rent until you

have ended your tenancy in the correct way.

Please see the **Notice to quit** form on the last page of this leaflet.

Your property information

Please complete the information about your property

Property address Postcode	
Housing provider's name and address	
Housing officer's name and phone number	
Housing providers out of office emergency number	
Repairs and maintenance phone number	
Name of your local authority and phone number	
Heating type (gas, electric, storage or central heated)	
Who supplies your water?	
Location of your water meter	
Location of your main Water stopcock	

Who supplies your gas?	
Location of your gas meter	
Location of your main gas stopcock	
Who supplies your electricity?	
Location of your electric meter	
Location of your main electricity switch	

Useful numbers and websites

British Gas	0800 048 0505	www.britishgas.co.uk
London Energy	0800 756 5653	www.londonenergy.org.uk
Npower	0800 975 9300	www.npower.com
E.on	0845 059 9905	www.eonenergy.com
Scottish Power	0800 027 0404	www.scottishpower.co.uk
Thames Water	08455 19 15 23	www.thameswater.co.uk
TV Licensing	0300 790 6138	www.tvlicensing.co.uk
BT	0800 800 150	www.bt.com

 Useful addresses and contact details

Name and address	Role	Phone number	Email	Fax number

Our address and opening times

Our address:

The Independence Support Team
36 Oxford Gardens
London W10 5UQ

Our opening hours:

Monday to Friday, 9am to 5pm

Contact numbers:

Social Services Line: 020 7361 3013

IST Duty worker: 020 7854 5888

Fax: 020 7598 4715

Out of office hours emergency number: 020 7373 2227

Email: DutyTeam@rbkc.gov.uk

If you do not understand English or you need help to communicate because, for example, you have sight or hearing loss, we can give you the information in this booklet:

- on audio cassette or in very large print or Braille
- translated into the main languages spoken in Kensington and Chelsea
- by arranging an interpreter or signer for you.

Please contact the Social ServicesLine on **020 7361 3013** or email **Social.Services@rbkc.gov.uk** to arrange this help.

Calls to this number may be recorded for training or monitoring purposes.



Notice to Quit

Name of housing provider

First line of address

Second line of address

Third line of address

Postcode

I (insert name) _____

Of:

(address) _____

Hereby give you notice that I intend to quit and deliver up possession of the above property.

Now held by me as your tenant, on (date) _____

This is in accordance with your guidelines of being no sooner than four weeks from the Monday following the service of this Notice.

Signed _____

Tenant's name _____

Date _____



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