

section 2

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Moving into your new home



Auld School Wynd, Cambusbarron

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Moving home can be stressful. Therefore, to help the move go smoothly, this section covers some of the important things to do.

When you move in, your home will be in good condition, as it will have been inspected by a member of Technical Services.

Keys - getting into your property

At the start of your tenancy you will be issued with keys for your property.

You might be able to get extra keys cut at a local key cutting shop.

We can arrange for windows, doors, or locks to be replaced if they have been broken or forced to gain entry. However, this work will be at your expense.

At the end of your tenancy you will be expected to return the same number of keys issued at the start of your tenancy. If not you will be recharged for this.

Telephone

If you want to have a landline phone in your new home, you will need to contact the phone company you would like to use. You may be able to take the number with you if you had a phone at your last address.

Here are some other people you need to contact with your new address:

- The Post Office - they can re-direct your mail to your new home for a small charge
- TV licensing
- Your bank, building society and credit card companies
- Stirling Council - if you receive Council Tax or Housing Benefit
- The Benefit Agency - if you receive a State Pension or other State Benefit
- Your doctor and dentist
- Home contents insurance
- Utility companies with gas and/or electricity meter readings

Contents insurance

We recommend that all tenants have contents insurance to replace their possessions if they are lost or damaged through fire, water damage or theft.

We can provide details of a low cost policy through the Scottish Federation of Housing Associations. (SFHA)

Please contact the office for more information.

Buildings insurance

We have a comprehensive buildings insurance which covers all of our properties. This means we insure the structure and all the fittings and fixtures in the property.

Annual gas safety check and gas safety

We are required by law to carry out an annual safety check of all our properties with a gas supply. You will be contacted by the contractor advising you when this will take place. Please note that you are required by your Tenancy Agreement to provide access for such safety checks. **Should you fail to do so we will gain access to your home and any costs which we incur will be recharged to the tenant.**

If you smell gas or fumes you should:

- Turn off the appliance.
- Turn off the gas supply at the meter.
- Do not switch any electrical appliances on.
- Put out cigarettes.
- Do not use matches or naked flames.
- Open doors and windows to allow the gas to disperse and keep them open until the leak has stopped.
- Do not use a mobile phone anywhere near the leak.
- Check to see if a gas tap has been accidentally left on or if a pilot light has gone out.
- Do not switch on lights.

Call the National Gas Emergency Service immediately from a phone outside the property and report the leak. Your call will be attended to and the leak traced (*see section 9.3 for telephone number*). If more extensive work is needed we will be informed and we will arrange to have the necessary repair carried out promptly.

Never attempt to fit, repair or service your gas fire, central heating or cooker yourself. Gas can be extremely dangerous and any work connected with it should only be carried out by suitably qualified individuals who carry the appropriate registrations.

Electrical safety

Remember that most accidents involving electricity can be avoided if you follow some simple advice such as:

- If your sockets are faulty or are overheating contact us.
- Never tamper with electricity, get expert help.
- Never overload electrical power points.
- Use electrical socket adaptors as little as possible and use adaptors only for low loaded items such as table lamps, radios, alarm clocks etc.
- Make sure all plugs are wired correctly with the correct fuse fitted.
- Never take electrical appliances into the bathroom.
- Always unplug appliances when they are not in use.
- Check flexes regularly.
- Never use damaged flexes or run them under carpets or rugs.
- We will carry out electrical safety checks (EICR) in all our homes on a 5 yearly cycle to ensure the sockets and cabling are in good condition and the property is safe.

- Consider buying plug safety covers if you have young children.
- Always use a circuit breaker when using any electrical appliance outside e.g. hedge trimmers, lawn mowers etc.

NEVER TAMPER WITH ELECTRICITY – IT CAN KILL!!

Smoke alarm maintenance

- Do not remove your smoke detectors. They have been installed to keep you safe.
- Do not paint or paper over the detectors, or reposition them.
- Your smoke detector has a 10 year rechargeable battery.
- Do test the detector once a week, by holding the test button in for ten seconds and the detector should sound.
- Do clean the detector monthly to remove dust and improve efficiency.
- We will inspect annually all smoke detectors provided by the Association.

Frost damage

You should take reasonable precautions to protect the water supply pipes inside your home from frost damage. You are responsible for ensuring that your home is adequately heated to ensure pipes do not freeze. General precautions you should take to cut down the risk of frost damage include:

- Before winter comes, make sure that you know where your main stop-cock is and that you can turn it off and on.
- Make sure that your home is adequately heated.
- Make sure that you do not leave taps dripping.

If you have a burst pipe

- Call us.
- Turn off the electric power at the main switch box.
- Turn off the water at the main valve.
- Switch off any water heaters.
- Switch off the central heating system.
- Open all taps to sink and bath.
- If possible, collect water in the bath for flushing the wc and washing.
- Warn neighbours who might suffer damage.

If you have a burst pipe telephone the office during office hours.

Outwith office hours, call the emergency repair number (*see section 9.3 for telephone number*).