

# Moving In

## When You Move In

After the previous tenant has moved out and before you move into your home we will carry out general repairs and maintenance to make sure that it meets our lettable standard. The amount of work that we have to do depends on the condition of the property when it is handed back to us.

## Lettings Standards

The standards below set out what you can expect from your home when you move in. We repair and clean all homes before letting, with all work checked by an officer before you sign your tenancy agreement.

### 1. Safety Checks

- The locks will be changed on all external doors.
- Gas safety check will have been done if there is a gas supply.
- Electrical safety check will have been done.
- Where there has been a carbon monoxide detector fitted, this will have been tested.
- All properties will have a smoke detector wired to the mains supply.

### 2. Outside

- The garden will be free of rubbish. The clearance will take place within 4 weeks of you moving in.
- Missing or broken boundary fencing that adjoins a public highway will be replaced shortly after you move in. However, it may not match the existing fence.
- The roof will be weather tight.
- All external doors and windows will be secure, close correctly & glazing free from cracks.
- Permanent outbuildings will be in a safe and empty condition. Any temporary buildings such as sheds will be removed, unless you want to keep them and take responsibility for them

### 3. Inside

- The property will be cleared and cleaned.
- All internal doors will not be damaged and will latch shut. However, they may not all be the same design.
- Polystyrene tiles will be removed & made good.
- Floors will be in a safe condition. Carpets in good condition may be left.
- All vinyl tiles will be in place, however tiles may vary in colour / pattern.
- We will provide where possible a minimum of the following kitchen units:
  - Single drainer stainless steel sink.
  - One double wall unit.
  - One base unit space for washing machine (including waste, water supply & power), fridge and cooker.
  - One metre of worktop.
  - One cooker point for gas or electric.
- All kitchen units will be in good working order, although some may vary in design and pattern.
- Bathroom fittings will be clean, securely fixed and in good working order. Plugs and chains will be provided and the toilet seat will be new. All seals around the bath and sink will be intact and watertight.
- We will provide a tiled splash back to the basin and around the bath. If a shower is provided tiling would be provided to above the shower head.
- The following electrical sockets will be provided:
  - Kitchen – 3 doubles
  - Living room – 2 doubles
  - Bedrooms – 1 double
  - Bedsits -six singles in total
  - Hallways - one per floor
- All cracked/damaged light fittings and sockets will be replaced
- The heating, hot water system and all taps will be in good working order.

- Keys - the following keys will be provided where applicable:
  - Two communal
  - Two Yale front door
  - Two mortice
  - One outbuilding key where necessary
- We will provide a hand rail on the stairs.

#### 4. Decoration

Internal decoration is your responsibility. Decoration vouchers of £30.00 per room may be given if the rooms require decorating.

We want you to be happy and comfortable in your new home. You can decorate and personalise it to make it your own, but you cannot make any changes to the structure, fixtures or fittings without getting our written permission first.

#### If You Need Household Items

Items that are not provided with our properties are white goods (fridges, cookers, washing machines etc.) or soft furnishings (curtains & carpets etc.), so it will be down to you to supply and maintain these.

If you are on a low income and struggling to purchase essential household items and furniture you may be able to get a [Budgeting Loan](#) or a [Universal Credit Advance](#) form the Job Centre (depending if & what benefits you are in receipt of).

There is also a scheme run by Kent County Council (KCC) called [Kent Support and Assistance Service \(KSAS\)](#) that may be able to help you. If your application is successful the support offered will be goods and/or services. They do not give money.

#### Signing Your Tenancy Agreement & Moving In

The date stated on your tenancy agreement as the “tenancy start date” is when you become the legal tenant. From that day you are responsible for paying rent and other charges even if you do not move-in immediately.

You are also responsible for the security of your new home from the date you receive the keys from the Council. It is important to move into your new home as soon as possible and at least within 14 days of the start of your tenancy. If not, we may think that you do not need the property or have abandoned it.

If you are eligible for Housing Benefit, or the housing element of Universal Credit, you will not be entitled to it if you are not living in the property, or have not moved into the property, and therefore your rent will not be covered.

## Communal areas

If you live in a property where you share doors, stairs, gardens or any areas with other people, then this is part of your home. It is your responsibility, along with the other tenants living there, to keep these communal areas secure, clean and tidy.

If your property is a flat or maisonette, or you are a leaseholder you will be required to pay a service charge that contributes to the cost of repairs, maintenance and cleaning of shared areas. For more information about the maintenance of these areas please see our [Rent & Service Charge FAQ's page](#) or our [Leaseholder pages & publication](#).

Please note all our internal communal spaces are **no smoking areas** as this is required by law. Please remember to **keep communal areas tidy, safe and free of obstructions**. We have zero tolerance with regard to leaving items in communal areas. **Any such items will be removed immediately.**

## Visiting you after your tenancy begins – Introductory Tenants

If this is your first tenancy with us, your Neighbourhood Officer will be in contact with you during the beginning of your tenancy to ensure that you have settled in.

They will check:

- You have settled in and are not having any difficulties
- All repairs we agreed when you accepted the tenancy have been carried out
- No further repairs are needed
- You understand the conditions of your tenancy
- You don't have any problems paying your rent

## Costs of running a home

There are quite a lot of expenses associated with running a home, which you are responsible for paying and organising, including:

Expenses	Need to know	Done ✓	Don't Need X
<b>Rent</b>	<p>Rent is weekly and due every Monday. If you claim or are eligible for Housing Benefit, or the housing element of Universal Credit, you must contact them to tell them you have moved into a new home.</p> <p>To arrange a Direct Debit please call us and we can arrange this over the phone, or download a Direct Debit Mandate Form from the Council's website.</p>		
<b>Service Charges</b>	<p>These charges generally relate to the cleaning and maintenance of, and fuel supplied to communal areas such as halls and stairwells in a block of flats, or common rooms in sheltered schemes.</p> <p>If you are claiming full housing benefit or the housing element of Universal Credit then most service charges for communal areas are covered by these benefits.</p> <p>Always check if you are responsible for paying some or all of any service charges.</p>		
<b>Council Tax</b>	<p>You should register with the Council for Council Tax as soon as you move into your property by completing the form here <a href="#">Change your address for Council Tax</a></p>		
<b>Telephone, Internet Electricity &amp; Gas</b>	<p>Contact your chosen electricity, gas and phone companies to tell them that you want them to provide services to your home.</p> <p>Don't forget to shop around for the best deals. Your Neighbourhood Officer can support and signpost you if you are having problems doing this.</p>		

Expenses	Need to know	Done ✓	Don't Need X
<b>Water</b>	You can find out who supplies the water to your home by checking which water company supplies your area by visiting the Consumer Council for Water's website here <a href="#">Contact your water company   CCW</a>		
<b>Sewerage</b>	Your sewerage might be supplied by a different company to the one that supplies your water.  This means you could get a separate bill – or your water company might include sewerage charges on their bill on behalf of the sewerage company.		
<b>TV Licence</b>	If you have a TV and you have not had your own TV Licence before you must set this up, or you must arrange for your current TV Licence to be transferred to your new address.		
<b>Insurance</b>	See information about insurance below		

## Insurance Information

There are two types of household insurance policies:

- **Buildings Insurance** – The Council is responsible for insuring its buildings. This is included in your rent; if you are a Leaseholder it is included in your service charge; if you are a shared owner the buildings insurance is charged directly to you by an invoice
- **Contents Insurance** – This is your responsibility and protects you against damage or loss of your possessions. The council provides a Tenants Contents Insurance Scheme that is available to the tenants of Folkestone & Hythe District Council. For an application pack please email [housing.service@folkestone-hythe.gov.uk](mailto:housing.service@folkestone-hythe.gov.uk)

Folkestone & Hythe District Council **does not insure tenants' furnishings or belongings.**

We strongly recommend that you take out your own home contents insurance. This will cover you against damage from fire, flood, break-in, vandalism or accidents related to belongings.