

Welcome to your new home

We understand that it's both an exciting and stressful time, so we've put together some information to help you get started.

Paying Your Rent

At your sign up, you need to pay one month of rent in advance. If you are unable to pay the full month, you will need to discuss a payment plan with us to build up a credit on your account. Your tenancy agreement will break down your rent charge and any service charges. Platform Housing Group charge rent monthly, but we understand that weekly payments may be easier for you. Let us know on 0333 200 7304 when you'll be making your payments and how you'd like to make them. Our preferred method is by Direct Debit, but you could set up a standing order, pay online using the AllPay app, or using the automated payment telephone line.

Please be aware that moving home will affect any benefits you get and may lead to claiming Universal Credit. If you're already getting Universal Credit, you'll need to update your address and housing costs on your online account. To avoid any delay to your rent payments, it's important to be sure you're on the right benefits, and there are complicated rules about paying benefits on overlapping tenancies. Please call the Welfare Reform Team on 0333 200 7304 for detailed advice. We have a helpful guide that can assist you in your search for work. If you're moving to Worcestershire and need help searching for work, our Fusion Job Coaches can help. Please ask the team for more information.

Council Tax

Once you've signed for your tenancy you will need to let your Local Authority know so that a correct Council Tax bill can be set up. This can usually be done by filling in a form on their website, or over the phone. If you will be the only resident over the age of 18, be sure to claim a Sole Occupier discount to get 25% off your bill. If you are on a low income, you may be eligible for Council Tax Support (sometimes called Council Tax Reduction) for help paying your bill. This can be done online. See your Local Authority's website and let us know if we can help.

Setting up your Gas and Electricity accounts

The Neighbourhood Officer at your sign-up will tell you who supplies your gas and electricity. Remember to make a note of your meter readings at both your old and new homes. Call your supplier and tell them you



need to set up a new account; they'll discuss tariff and payment options with you. If you find a better deal with another supplier, you can switch, however please set up an account with your current supplier to avoid complications. If you know you will be switching, be sure to ask to be put on a tariff with no exit fees.

Setting up your Water Bill

You can enter your postcode at www.water.org.uk to find your supplier. You will then need to contact them to set up an account and discuss payment options. If you are on a low income, most water suppliers offer schemes to help you with your water payments. Have a look on your supplier's website or call us for more information and for help making an application.

Reporting Repairs

We hope everything is to your satisfaction when you move in, however if something isn't quite right please call 0333 200 7304 or visit www.platformhg.com to report the problem.

We've put together a checklist of things you may need to do when you move in:

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Change your address on any benefit claims you are receiving. Call 0333 200 7304 for advice if you're not sure what you should do.	<input type="radio"/>
Call Platform Housing Group on 0333 200 7304 to set up a Direct Debit for your rent payments.	<input type="radio"/>
Contact your previous Local Authority's Council Tax Department to let them know you've moved out, and let your new Local Authority know you've moved in.	<input type="radio"/>
Change your address with your bank and any other lenders.	<input type="radio"/>
Change your address with your doctor.	<input type="radio"/>
Change your address on your driving license, registration, and car insurance if necessary.	<input type="radio"/>
Change your address on your existing TV licence, or purchase a new licence.	<input type="radio"/>
Let your old gas, electricity and water suppliers know you have moved. If you choose to remain with your previous supplier, be sure to set up an account with your new provider before arranging to switch to avoid complications.	<input type="radio"/>
Change your address with any other companies or organisations you hold accounts with.	<input type="radio"/>

Platform Housing Group has its own team dedicated to helping with your new tenancy. We can do a full benefit check to see if your income can be increased and run through a budget with you to look at reducing your outgoings. If you have any questions or want to discuss anything in more detail:

Call: 0333 200 7304 and ask for the Welfare Reform and Tenancy Sustainment Team

Mail: welfarereform@platformhg.com - be sure to include your full name and address

We wish you all the best in your new home.

