

You may be able to notify some companies in person or over the phone. Whichever way you do it, make a note of the date that you do it in case of any future problems.

If you have access to the Internet, there are websites that can help you change your details. You simply enter your new address once and they will get in touch with banks, building societies, utility companies and government departments etc, notify them of your new address and then inform you when they have responded. The following sites are free of charge:

www.lhavedmoved.com

www.simplymove.co.uk

Your Housing Officer will visit you three weeks after you have moved in to ensure that you have settled in and help you to resolve any problems you may have.

You will have been given a copy of the Residents Handbook when you signed your tenancy agreement. Keep this in a safe place as it will provide you with information about Salvation Army Housing Association and about living in your home.

If you need a repair to your home, please contact our Customer Services Centre Monday and Friday between 9.00am and 5.00pm and Tuesday, Wednesday and Thursday between 9.00am and 7.00pm. They will be able to assist you. Their telephone number is:

0845 300 0008

For emergency repairs only outside of business hours, please telephone the following number:

0845 601 5095

We wish you peace and happiness in your new home.

Salvation Army Housing Association

Customer Services Centre
33/35 Chorley New Road, Bolton, BL1 4QR

Phone: 0845 300 0008
Fax: 01204 375768
Email: servicecentre@saha.org.uk

Registered Offices: Barber Surgeons Hall, 1A Monkwell Square, London, EC2Y 5BL

WELCOME TO YOUR NEW HOME

THINGS YOU NEED TO DO LOCAL INFORMATION

Salvation Army Housing Association knows that moving home can be a very exciting but stressful time. Whether it's the first time you've lived independently or your twentieth move, it is still a very anxious time for everybody.

This leaflet is designed to give you some practical help and advice on moving into your new home and includes a list of local amenities that you may find useful if you are new to the area.

MOVING IN

There are a number of things you will need to do when you get the keys to your new property. You will need to: -

- Check the electricity, gas and water services are working. You will need to arrange to change the supplies into your name. Your Housing Officer should be able to advise you who the current supplier is so that you can contact them direct. You do not have to stay with the same gas and electricity suppliers – it's up to you. You may be able to get a cheaper service from another utility company.
- Check all meter readings as soon as you get there and let the utilities companies know what they are. That way, you won't get charged for services that you have not used.
- Make sure you understand how to set the heating timer and know where the stopcock and gas taps are. Your Housing Officer will show you this during the sign-up process at your new home.
- A useful thing to have on hand when you're setting up your new home is a basic toolbox that includes basic tools and hardware, such as a hammer, screwdrivers, nails, hooks, etc. You may also find it useful to have the following handy: toilet roll, tea/coffee, cups, washing up materials, cleaning products
- As soon as the bedroom furniture is delivered, set it up and put the sheets on the bed. You'll be grateful that everything is ready for sleeping later on when you have finished moving home and you're really tired.
- Unpack and enjoy your new home!
- Don't forget to let everyone know your new address. There is a list on the next page to help you do this.
- Introduce yourself to your neighbours. It's always good to know people's names so you can say hello or give them a knock if there are any problems.

Once you have moved into your new home, try and make some time to get to know the area. This is a good time to check out the supermarket, bank, post office, doctors and other local amenities. If you need details of services and shops nearest to your home then please ring our Local Information Service at the SAHA Customer Services Centre on 0845 300 0008.

There will be lots of people you will need to tell that you have moved house. Below is a list for you to use. First of all, look through the list and tick the box next to the companies you need to contact.

Next, write out your change of address notices and send them off. *A cheaper way of doing this is to do one and photocopy it. Then you can just write the appropriate reference number on each letter.*

Company	Telephone No	◆	Date Contacted
Bank / Building Society			
Credit / Store Card Companies			
Loyalty Cards			
Insurance Companies – Car / Contents / Life insurance			
HP / Loan Companies			
Family & Friends			
Employer / Benefits Agency			
Inland Revenue			
Council Tax / Housing Benefit Office			
Gas / Electricity/ Water			
Telephone Provider	BT - 0800 800 123		
Internet Service Provider			
Royal Mail (Re-direct mail) – expect a small charge to re-direct mail	08457 740 740		
TV Licensing Authority - this is a legal requirement	08705 246 246		
TV & Video Rental			
Doctor / Dentist/Optician			
School / College/Nursery			
Driving Licence Centre - DVLA - this is another legal requirement	0870 240 0009		
Mail order & home shopping companies			