

Moving in to your new home

What type of tenancy do I have? – All new tenancies with MCHA are assured non-shorthold monthly tenancies. This means you have the right to remain in your home providing you keep to the conditions in your tenancy agreement. We aim to provide you with a 'home for life'.

At the start of your tenancy – You will be asked to meet with a member of staff to complete the following things together:

- **Tenant Details form** – to provide us with information on yourself and contact details for your next of kin, for use in emergencies
- **Collect Keys** – to collect the keys to the scheme and your flat
- **Meter readings** – to take the electricity, and sometimes gas, meter readings at the start of your tenancy
- **Condition of flat form** – to look in the property at the start of your tenancy. It should be clean, decorated and in good condition.
- **Basic information on your new home** – we provide you with a few important details about your new home and answer any questions you may have. We are happy to run through things with you again when you move in.

New Tenant Welcome Pack

At the start of your tenancy you will be given a welcome pack with information about living in your sheltered housing scheme. Staff will also run through more useful things to know and again answer any questions you have.

Questions we are often asked include:

- **Who supplies my electricity and gas?** You choose the supplier. At the start of your tenancy just contact the company you choose and give them the meter readings we took together. Your supplier will bill you directly for the electricity and gas you use in your home. If you need help taking further meter readings, please ask.

- **How is my flat heated?** Most of our flats have heating supplied by a communal central heating boiler. You pay MCHA for this as part of your service charge. Some flats have their own gas boiler which provides heating and hot water to that property only. If you have your own boiler you pay the gas supplier instead of paying MCHA.

- **Do I have to pay water rates?** You pay your water rates through MCHA, they are included in your service charge.

- **What other bills can I expect?**

Council tax – please contact New Forest District Council to tell them you have a new tenancy

Telephone and Internet – you choose and contact a provider directly if you want them to provide you with telephone and broadband services

Television - Freeview television is available in all flats. Aerials are already in place if you choose to have satellite television, just contact the provider of your choice.

TV licence - This is currently free for people 75 and over. If you are under 75 and work less than 15 hours per week you are entitled to join the MCHA concessionary TV licence. If you work more than 15 hours per week you will need to purchase your own TV licence

- **How do I get my post?** Postal workers have access to the scheme and will deliver your post to your flat. All deliveries can be made to your own front door, if you are home to provide access

- **Can I have visitors?** This is your home, you can have visitors whenever you choose. Visitors can call your flat from a door panel at any of the building's main doors. You can speak with them using the speech module in your flat, where you can also buzz open the main doors if you are happy to let them into the building. Your visitors can then make their way to your flat.

Scheme Managers – You will generally have a scheme manager on site, at your scheme, each morning Monday to Friday. They are responsible for the day-to-day management of the scheme and will support tenants to remain independent in their home for as long as possible.

Your scheme manager is on site for you:

- As your first point of contact with MCHA
- To welcome you to your new home, please ask about our buddy system which can help you meet other tenants
- To report repairs to
- To call relatives, a doctor or professional help in an emergency
- To maintain regular contact as agreed with you
- To keep your scheme a safe environment for you to live in
- To offer friendly advice and housing related support
- To encourage social activities and tenant involvement
- To signpost you to other services when you need them
- To liaise with doctors, Social Services and other agencies to ensure you have the support to meet your changing needs

Your scheme manager is NOT ALLOWED to:

- Provide you with personal care themselves
- Give you medication or provide medication prompts
- Cook your meals
- Do your laundry
- Handle your money or collect your pension
- Collect your prescriptions or shopping, except occasionally in an emergency, if agreed with main office

Keep Scheme Managers Updated - It is very important that you update the scheme managers if the contact details for you, your family or doctor change. Current contact details are needed if there is an emergency.

How can I contact the Scheme Manager? - If you need to contact the scheme manager whilst they are on site, please use the pull cords in your flat or in the communal areas.

How do I get help when the scheme manager is not on site? – If you need emergency help at any time of the day or night please use the emergency call system in your flat or in the communal areas. If the scheme manager is not on site your call will be answered by our call centre staff; there will be someone to answer your call 24 hours a day, 365 days a year.

Call centre staff have your details and will get you the appropriate help.

Other MCHA staff you may meet – Individual staff photographs are on display in your scheme. You may meet staff on site for various reasons. They can also be contacted through our main office.

