

# New Tenancy Workshop



# Welcome to your new home!

We know that moving home is an exciting time, but potentially a stressful one too.

We have created these new tenancy workshops to provide you with some useful information and tips.

The aim is to help you understand issues such as:

- Paying your rent
- Setting up your utilities
- Registering for council tax
- Accessing affordable furniture

... as well as answering your questions on anything else you need.



# About Us and Our Values

RBH is the UK's first tenant and employee co-owned mutual housing society, with over 12,000 homes throughout the local area.



**Putting People First:** We listen with empathy, respond with compassion, and make it easy for our customers to access our services.

**Doing What We Say:** We earn trust through honesty, integrity, caring and keeping our promises.

**Working As One:** We embrace our mutuality and work together to deliver great outcomes for the people living in our homes and communities.

**Delivering Quality:** We invest wisely in our people and make it easy for them to deliver services and create places that our customers are proud to call home.

**Open & Transparent:** We are curious, embrace diverse ways of thinking and seek feedback to help us improve.

# Managing Your Rent Account

Low-income households may qualify for help to pay their rent via Universal Credit if you meet the criteria.

If you already have a claim for help with rent, you need to report your change of circumstances when you have moved into your new home.

## Universal Credit:-

Report a change of circumstances via your journal

Provide your rent and landlord details

Provide your tenancy agreement

Your tenancy and rent charges will then be verified on a landlord portal

You will receive a message to accept the information given by RBH.

You must report any changes in your circumstances during your claim(s) to all benefit departments that you have a claim with.

**If you have any problems making your rent payments, contact the Income Team as soon as possible on 0800 027 7769 as we may be able to help you.**



# Water Supply

Your water is supplied by United Utilities.

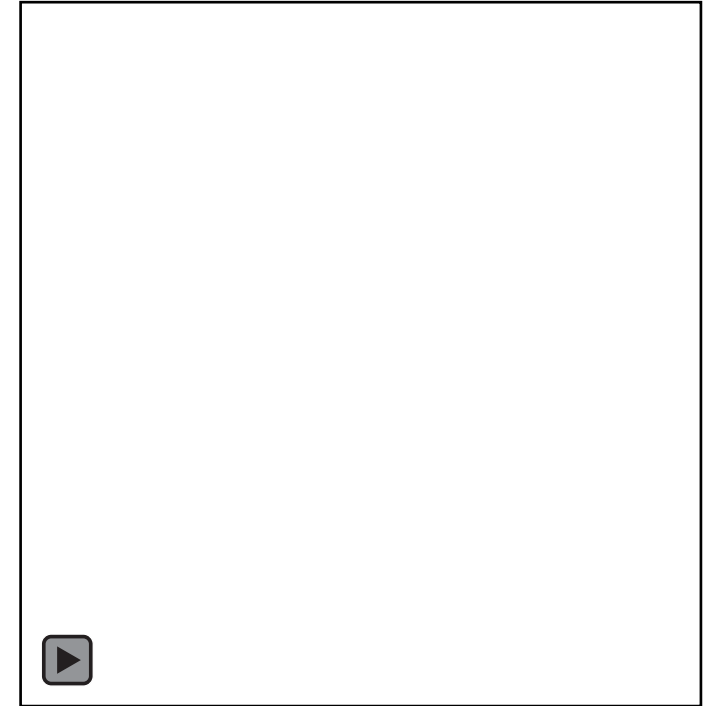
Your water charges are included in your rent charges.

This shows as an ineligible service charge on your tenancy agreement and rent account

The charge is for your household water usage within the property.

This means that you will not receive any help from benefits for this charge and needs to be included in your household budget if you get help with your rent.

You can request a water meter, if you would like to discuss this, please contact us to check if this is a good option for you.



# Allowing Access for RBH to inspect your home

RBH will regularly carry out important checks to your home to make sure that it is safe.

These will include :

- Gas safety checks
- Electrical safety checks
- Checks to make sure there is no damp or mould
- Surveys to check on the property , fixtures and fittings.

We will write to you to book in these checks, and you must allow access. It is a breach of your tenancy if you deny this and we may take action.

# Setting up your utilities

Your new home may have electric and gas or just electric.

These have meters that your supplier will use to charge you for the energy you use within your home.

## **Your Neighbourhood Officer will have told you:-**

- The location of your meters.

- Given you meter readings.

- Told you who your current supplier is.

## **How to set up your energy accounts:-**

- Contact the current supplier.

- Give your details.

- Give your meter reading for each supply.

- Set up your payment plan.

## **Add your energy costs into your budget.**

Once you are registered with the current supplier, you can change energy supplier if you want to.



# Making your home

A home is more than just a building. It is a place of safety, comfort and belonging.

RBH insure the building.

You will need to arrange insurance for your household contents.

Personalising and furnishing a home can be expensive. Keep within your budget.

There are no grants or funds to assist with floor coverings.

Some companies offer affordable schemes to purchase floor covering with payment instalment arrangements. We cannot recommend individual companies.

**Any purchases made now or in the future need to be included in your budget to make sure, that all your priority bills are paid on time.**



# Council Tax

All homes are charged council tax by the local council for public services.

Each home has an individual banding.

Residents are responsible for paying council tax.

Rochdale Borough Council will tell you the banding and annual charge for your property.

Contact Rochdale Borough Council to register your details.

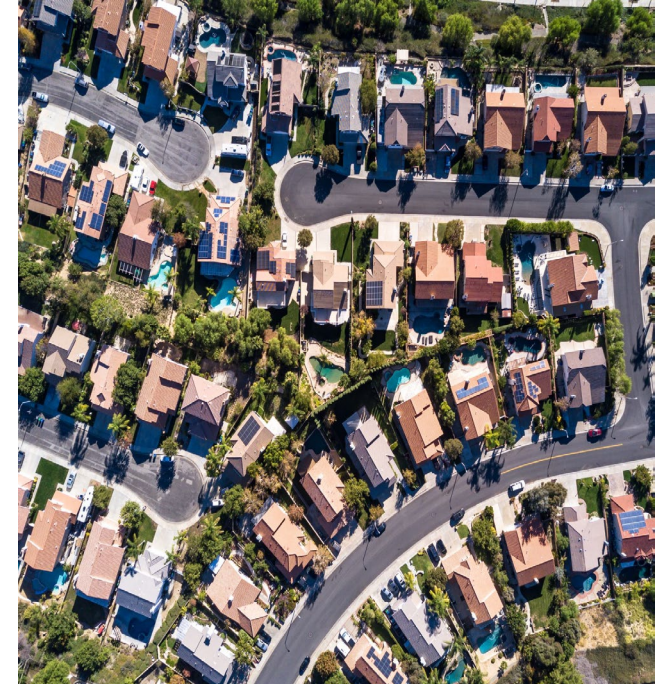
[council.tax@rochdale.gov.uk](mailto:council.tax@rochdale.gov.uk) / 0300 303 8870

Single adult households can apply for a 25% discount on their council tax bill.

Low-income households can apply for council tax reduction via the Rochdale Borough Council benefit team to help pay their bill.

Set up your payment plan.

**Add your council tax costs into your budget.**



# Anti Social Behaviour (ASB) and noise nuisance

- As a tenant, you must not — and you must not allow your visitors to — behave in a way that may cause distress or annoyance to your neighbours. You must also be respectful of the level of noise you make, particularly during the night.
- If you breach your tenancy RBH can look to act against your tenancy. This could be warnings, or court action dependent on what you have done.
- If you experience anti-social behaviour or noise nuisance, you can report it to RBH via the customer contact centre or the online portal. Your report will be passed to your housing officer who will look into the issue and support you with the next steps.
- You can read more about what anti social behaviour is on our website at [www.rbh.org.uk/asb](http://www.rbh.org.uk/asb)



# Owning a pet

- If you have a pet in your home it is important that they do not cause a disturbance to your neighbours.
- Dogs are not usually allowed in blocks of flats with communal entrances, and they shouldn't use communal gardens as a toilet area.
- If you wish to get a new pet, you must write to us for permission.



# Getting rid of your rubbish

**You must dispose of your waste in the allocated bins. Rubbish must not be left in bags in communal areas or outside your home.**

Each of your household bins is for different types of waste:

**Dark green bin:** general household rubbish.

**Light green bin with a blue lid:** mixed recycling – cans, tins, plastic bottles, tubs, trays and pots, aerosols, foil and foil trays, glass bottles and jars.

**Blue bin:** clean and dry paper, cardboard and juice cartons.

**Brown bin:** food waste, teabags and garden waste such as leaves, twigs and grass cuttings.

**Bulky Waste collection** - If you're looking to remove furniture or dispose of unwanted household items such as beds, mattresses and fridges, the council offer a collection service from domestic properties within the borough. This can be done online

<https://www.rochdale.gov.uk/bins-recycling/get-rid-large-unwanted-items/2>

- There are also tips where you can dispose of rubbish in Rochdale and Middleton.



# Property Condition

Maintaining your home is a shared responsibility between you and your landlord.

Your main responsibility is to keep your home clean, make sure rooms are aired and heated to prevent damp, and take care of small day-to-day upkeep and report repairs in a timely manner.

Your landlord is legally required to handle major structural repairs and ensure the home remains safe.

If you do not look after your property condition this is a breach of your tenancy and we can take action against your tenancy.

If you need support within your tenancy, please reach out to us and we can make referrals for support.



# Your Garden

Part of your tenancy agreement with RBH is that you look after your garden making sure that it is kept in a tidy condition.

This includes cutting the grass, cutting back bushes and plants and making sure that no waste is left in the garden .

If you do not maintain your garden, it is a breach of your tenancy, and we can act against your tenancy.



## Website

At RBH we are committed helping people to make a home.

Our website [www.rbh.org.uk](http://www.rbh.org.uk) contains lots of information about the services we offer.

You can register for a My Account giving you access to your tenancy information 24/7.

Links to Allpay to make payments.

## You can access:-

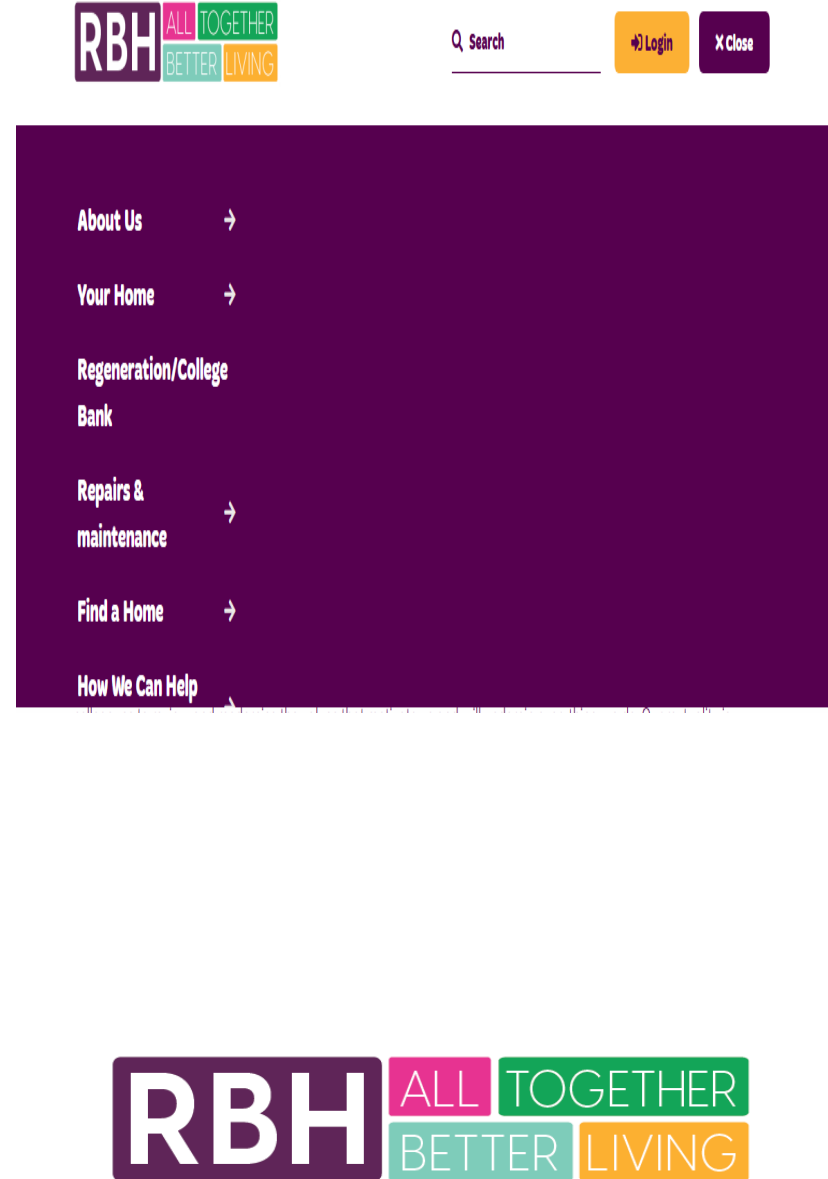
## Our benefit calculator.

## Your Voice and Our Resident Involvement Team

## Money Matters Team

## Report repairs

## Report any Anti-social behaviour



Any Questions?



# Good luck in your New Home

Our customer Contact Centre is available  
Mon-Fri 9.00am to 5pm.

Out of hours emergency repair service.  
Contact us on 0800 027 7769

Our service standard is to return any call back requests within 5  
working days.

Thank you for attending our New Tenancy Workshop

Good luck in your new home

