

Your Viewing Pack



putting customers first

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • ཁོ་ལྷོ་སྐད་ • اردو



Translations and other format request:

If you would like this document in your language, large print or Braille, then please contact your Neighbourhood Housing Office, who can do this for you free of charge.

Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل, قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية تقدمها لك.

Cantonese / 𨋖𨋗𨋘

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

Kurdish / کوردی

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورە یاخود بە بریل (شیوازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەيوەندی بە ئۆفیسێ خانووبەرەیی ناوچەکەتەو (نێیبەرهود هاوژین ئۆفیس) بکە و ئەوان بە خۆراییی ئەو کارەت بۆ دەکەن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far Indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ከዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤት-ጽሕፈት ደውለሎም፣ ከዚ ብነጻ ክገብሩልኻ ኢዮም።

Urdu / اوردو

اگر آپ کو یہ تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پریا بریل میں درکار ہو تو براہ کرم اپنے نمبر ہڈ ہاؤسنگ آفیسر سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کرا سکتا ہے۔

Getting started...

Viewing the property

Once you have viewed and accepted the property you have been offered you will need to attend a sign up appointment to sign a tenancy agreement and receive important information relating to your tenancy. If the property you have been offered **isn't** steel sheeted you will also be given the keys. If the property **is** steel sheeted you will receive your keys once you have had your final fix as we are not permitted to issue steel sheet keys. The appointment is an opportunity for you to ask any questions you may have in relation to becoming a West North West homes Leeds customer.



What happens now?

If the property is ready for you to sign up for the Lettings Officer will either arrange the sign up appointment whilst you are on the viewing or they will contact you to arrange a convenient time for you to attend as soon as possible.

If the property is not ready to sign up for, you will be advised of a target date when the property will be ready. Please note that these dates can change subject to any additional works being identified or a delay in works already underway. The Lettings Officer will contact you once the property is ready to arrange a date and time for you to sign for the property.

Your sign up appointment

Your sign up appointment will take place at the Neighbourhood Housing Office that manages the property you have accepted. This will give you a chance to familiarise yourself with the office and its location. You will need to take some important information with you to your sign up appointment. Please refer to the leaflet enclosed with your offer letter, and the rent and housing benefit sections of this booklet. If you require an interpreter at your sign up appointment please let the Lettings Officer know as we may need notice to arrange this for you.

When will my tenancy start?

Your tenancy will always start on a Monday.

How long will my sign up appointment take?

Your sign up appointment will take up to an hour, however, please note that times may vary. During the appointment you will watch our sign up DVD which will provide you with information about us and what we expect of our customers. The DVD will run for fifteen minutes, and is available in English, Arabic, Urdu and Polish. We would appreciate it if you would consider other commitments when booking your sign up appointment.

Once you have watched the DVD a Customer Services Officer will take you through important information about your tenancy. You will sign a tenancy agreement and arrangements will be made for your property to have its final fix. You will be given a pack and a tenants handbook which you will find of use throughout your West North West homes Leeds tenancy.

Can I refuse this offer of accommodation?

You can refuse your offer of accommodation, however, you must have a valid reason or reasons for your refusal. If you have Priority or Priority Extra you may lose this if you refuse this or any other offer made to you. In this instance your case will be looked at on an individual basis and a decision will be made at the discretion of the Lettings Officer.



Paying your rent

When you sign up for your tenancy we will ask you to pay two weeks rent up front. This payment can be made by postal orders, cheque or by credit or debit card on that day. **We are unable to accept cash payments.**

In the meantime, we will provide you with your unique rent reference number. You can use this number to make a payment at your local Post Office or Paypoint outlet.

Your rent is due on the Monday of each week. If you pay your rent monthly you should do so in advance. Other ways to pay are:

- **Direct debit**
- **Standing Order**
- **Salary deduction for Leeds City Council Employees**
- **Debit and credit card payments over the phone on our automated service which is available 24 hours a day, 365 days a year on 0113 395 7100 or by calling us on 0800 915 1113 from 8am till 6pm Monday to Friday**
- **Internet - in the rent payment section of our website www.wnwhl.org.uk**
- **You can also make direct payments through Leeds City Credit Union, telephone 0113 214 5252 for details.**

More information about your rent can be found in your tenants handbook. You will be given this when you sign up for your tenancy.

Housing benefit

If you wish to claim housing benefit on your new accommodation you must fill in the form you have been given and take it to your sign up appointment. If you are already claiming housing benefit for your current accommodation you will not need to provide the evidence listed overleaf, unless you are living in hostel accommodation or you are living outside Leeds. However, you will still need to fill out the shorter form you have been issued with. If you need help to fill in either forms please either:-

- **visit your local neighbourhood housing office or One Stop Centre;**
- **contact West North West homes Leeds Benefits Advice Team directly on 0113 247 7035, charges will apply from a mobile phone or through our freephone number 0800 915 1113;**
- **attend your sign up appointment earlier to get help filling in the form.**

When applying for housing benefit you must provide us with specific evidence to allow Leeds Benefits Service to process your claim. If you fail to provide this information you will not be able to sign for the tenancy.

The following is a list of evidence you will need to provide on applying for housing benefit:

Proof of identity – any two of the following: -

- Birth certificate
- Marriage certificate
- Civil partnership certificate
- Passport
- National Insurance number card
- Medical card
- Driving licence
- UK residence permit
- EEC identity
- Recent gas or electricity bill
- Recent bank statements.

Proof of benefits, allowances, pensions or credits

- Award notices or letters from the Department of Work and Pensions, The Pension Service, or Inland Revenue confirming how much you get.

Proof of your earnings

- Last 5 payslips if you are paid weekly
- Last 3 payslips if you are paid fortnightly
- Last 2 payslips if you are paid every month

If you or your partner are self employed, we need to see your accounts for the last financial year. If you have been trading for less than six months Leeds Benefits Service will need to see a summary of your trading records so far.

Proof of your savings and investments

- Bank or building society statements for the last two months
- Post Office account books
- Certificates for premium bonds
- National savings certificates
- ISAs
- Stocks and shares
- Unit trusts.



Proof of any other income

- Pension slips from a former employer
- Letter from the Child Support Agency showing how much maintenance you are getting
- Proof of any other money you may be paid from other people, for example, board and lodgings.

Proof of any money you pay out

- Contract with your registered child carer
- Private pension contributions you pay other than through your employer.

Benefits Advice Team – check your entitlement

West North West homes Leeds has experienced Benefit Advisers who are able to help you claim your full benefit entitlement. The Benefit Advice Team can help with all types of benefits and if we can't help, we'll put you in touch with experts who can.

If you are struggling to manage and have lots of debts, we may be able to help by contacting the organisations you owe.

The team are available between 8.30am to 5pm Monday to Friday. You can contact the Benefit Advice Team by phoning 0113 247 7035 or freephone 0800 915 1113.

Other important telephone numbers you may need are:

Child Benefit - 0845 302 1444

Tax Credits - 0845 300 3900

Income Support /Job Seekers Allowance /

Employment Seekers Allowance -

to claim Income Support enquiries - 0800 055 6688

Housing and Council Tax Benefit - 0113 222 4404

Pension Credit - 0845 606 0265

Social Fund - 0845 608 8671

Leeds Benefits Service – 0113 222 4404

Citizens Advice Bureau – 0844 477 4788

Consumer Credit Counselling Services – 0800 138 1111

National Debtline – 0808 808 4000



Personal Budget Sheet

BOX 1 - WEEKLY INCOME

| | |
|---|--|
| Wages / Salary | |
| Wages / Salary (Partner) | |
| Job Seekers Allowance | |
| Income Support | |
| Tax Credits | |
| Pension | |
| Child Benefit | |
| Incapacity Benefit / Employment Support Allowance | |
| Maintenance | |
| Non-dependant contributions | |
| Other | |

| | |
|--------------------|--|
| TOTAL BOX 1 | |
|--------------------|--|

| | |
|------------------------|---|
| TOTAL BOX 1 | |
| Take Away | |
| TOTAL BOX 2 | |
| MONEY AVAILABLE | £ |

BOX 2 - WEEKLY OUTGOINGS

| | |
|------------------------------|--|
| Rent | |
| Council Tax | |
| Water | |
| Gas | |
| Electricity | |
| Buildings/Contents Insurance | |
| Life Insurance / Pension | |
| Other Fuel | |
| Housekeeping | |
| TV rental / licence | |
| Telephone | |
| Hire Purchase | |
| Magistrates' Court Fines | |
| Maintenance Payments | |
| Travel Expenses | |
| School meals | |
| Clothing | |
| Laundry | |
| Childcare | |
| Prescriptions | |
| Other debt repayments | |

| | |
|--------------------|--|
| TOTAL BOX 2 | |
|--------------------|--|

Final fix information

A 'final fix' is an appointment at the property where a works person will attend to uncap your gas meter (if you have one) and turn your electricity on. The operative will also explain how your heating appliances work. If any further repairs have been identified since you viewed the property these will also be carried out at this stage. It is, therefore, essential that you attend the appointment.

A final fix can only go ahead if your gas and electricity meters have been reset. You will be notified if your meters need to be reset. If you require help with this the Customer Service Officer carrying out your sign up can help you with this.

We require at least three working days to arrange a final fix appointment. The date that we carry out the final fix appointment must be the date that you move into the property, especially if the property is steel sheeted.

You must arrive 15 minutes before the arranged appointment time to ensure the final fix goes ahead. If your property is steel sheeted you will receive your keys once the sheets have been taken down.

If you are unable to attend the appointment please contact us immediately on freephone 0800 915 113 or 0113 398 4708 from a mobile phone at least 24 hours prior to your appointment to rearrange your final fix.

If you miss an arranged final fix appointment you will be unable to move into your property. If you do not attend this appointment you will incur a charge of £60 plus an administration fee of £14.50.

Energy suppliers

When you attend your sign up appointment the Customer Service Officer will provide you with details of your gas (if applicable) and electricity supplier. If you would like to find out who your gas and electricity supplier(s) are before your sign up please phone 0870 608 1524 for gas and 0845 33 00 889 for electricity.

When you take on the tenancy you will need to either put the existing gas and electricity supplies into your name (you cannot do this until you have signed for the tenancy) or contact your own supplier(s) to transfer the account over. If there are any existing issues with the meters in the property, you may not be able to transfer your existing supplier when you move. However, you may be able to do this at a later date. You can choose what type of meter you have in your property.

You will find other useful contact information inside your pack.

Accompanied viewing declaration

Date Time

Name

Address

Contact number

LHR No

Priority status

Secure/introductory tenancy

Two weeks/housing benefit

Property type

Steel sheeted Yes/No

Gas/electric/both

Meter reset Yes/No

Comments.....

.....

.....

Garden boundaries agreed on viewing?

Decoration vouchers awarded?

Anything agreed with customer on viewing?

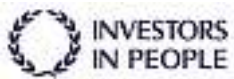
Any other comments?

Accepted/ refusal reason

Viewing carried out by

Customer's signature

Date



A company wholly owned by Leeds City Council.
West North West Homes Leeds Limited is registered in England number 6031549.
Registered office: Westfield Chambers, Lower Wortley Road, Leeds, LS12 4PX.