

habôdel

your new home welcome pack

Everything you need to
know when moving in



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Everything you need to make sure your move in and long-term stay in your new home is straightforward.



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the habodel way

We'd like to say hello as a better kind of landlord.



About Us

We'll be managing your home as long as you're our resident. Your service is important to us. We want to make your experience of living with us one that will build a happier, long term relationship between us both.

Your welcome guide contains all the information on what it means to be a habodel resident. Our responsibilities and yours are in here, as we're in this together. It's designed for easy reference to answer everyday questions.

If you've any more questions, please contact us. All your contacts are listed on the 'contact us' page.

Our business' culture supports equality and diversity, and respects the needs of all our residents. We don't see any difference in race, colour, ethnicity, religion, gender, sexual orientation, disability, marital status, or age. We're by the people for the people.



contact us

For everything about moving in, renewing your contract, or change of ownership, just get in touch with our Onboarding Team. If you have a non-emergency maintenance issue that isn't your responsibility, please email maintenance@habodel.co.uk



For additional information, please contact us using the below details:

Email: onboarding@habodel.co.uk

Or pick up the phone: **01302 499 204**

Our opening hours are 8.30 am - 5.30 pm Monday - Friday. For anything outside of these hours, please leave a message unless it's an emergency.

If you wish to complain to habodel, you can do this by visiting our web page at www.habodel.co.uk/complaints. Alternatively, you can contact our Customer Service Team using the information below.

Email: customerservices@habodel.co.uk

Or pick up the phone: **01302 244 441**

habodel emergency out of hours service

Please read pages 13 and 14 before contacting this service as it's for emergencies only. Always refer back to what is an emergency, as you may incur charges.

Just call: **01302 499 202**



move in check list

As part of your overall welcome pack, we give you all the documents needed to officially move you into your home. If you're missing one of the below, please get in touch with our Lettings Team by emailing: hometeam@habodel.co.uk.



Your move in documents include:

- Your gas safety certificate (CP12)
- Your energy performance certificate (EPC)
- Your right to rent document
- Your contract, or A.S.T
- Your GDPR consent letter
- Your smoke alarm test declaration
- Your guarantor form (if applicable)
- Your document checklist

On move in our residents need to:

- Register with the local council for council tax (if you're a student, please provide the council with your exemption certificate)
- Contact and register with the current utility providers for electricity, gas and water.
- Register your landline and broadband (if required)
- Apply for your TV licence
- Organise your own contents insurance
- Apply for your TV licence
- Check with the council for the bin days and recycling options



happy? here are your keys

Before you move in, our Home Team will have walked you around and checked everything to make sure we're both happy with your home.

Our move in inspection will:

- Detail the condition of your home, including utilities and waste
- Once we're both happy, you'll be provided with a set of keys to your new home for each person on the tenancy. Welcome to habodel
- Lost or damaged keys will need to be replaced at a fee of £150
- Your contract with us doesn't allow you to change any key locks without our permission. So, if you do, any fees associated with returning the locks to their original state will apply

If you're unhappy about anything with your new home after our Home Team have walked you round, please report it straight away by emailing maintenance@habodel.co.uk

Please note, if you lose any keys, fobs or cause any lock changes that are not down to us, fees will apply:



your deposit, our bond

To start living with us, you'll have paid a deposit. This is your commitment to us that you'll look after your home the same way we do, leaving it as you found it when you move on. We have to hold your deposit to recover any costs we'd have to pay to return it to that condition, subject to fair wear and tear. Our Home Team will inspect your home when you hand in your notice and agree with you the areas that need attention before you leave. When you move out, anything outstanding will be subject to fees in-line with your contract.



Your deposit

Depending on your circumstances, this will usually:

- Be equivalent to one month's rent (we're flexible, so this will be outlined in your individual contract)
- Payable on or before the day you move in with us

Your deposit can't be used to pay any rent period or arrears.

Keep your contract in a safe place and always refer back to it for full details. We're always here to talk through any questions, concerns, or worries you may have with your deposit, fair wear and tear, or living with us.

Our Onboarding Team are here to help. You can contact them by emailing onboarding@habodel.co.uk.



deposit protection

By law, habodel make sure your tenancy deposit is held in an approved Tenancy Deposit Scheme. UK Government passed this law to protect deposits paid by you and make sure that any disputes are dealt with quickly and impartially.



Tenancy deposit scheme

habodel use mydeposits to hold all deposits. Details of the scheme are contained within your contract. You can find more information about mydeposits at www.mydeposits.co.uk

At the end of your tenancy, habodel will complete 'pre-check out' and a 'check out' review of the property. We will inform you if any deductions are to be taken from your security deposit.

At this stage, if any sums are disputed and cannot be agreed upon, details will be submitted to mydeposits. Mydeposits will then liaise between yourself and us.



type of contract

Your contract is an important legal document. It's a binding contract between us and you, our resident. Once signed, both parties are bound by the terms of the agreement. This is the start of our relationship - please read through your contract carefully and understand it thoroughly before signing it.

habodel contracts are Assured Shorthold Tenancies. Our homes are let for a fixed term, which we agree upon together. We're here to build long-term relationships and want our residents to stay living with us longer. Our contracts are available for one year, three years, and six years, or you can transfer your contract to a new home with us on your next move. Just get in touch for the benefits.

Who does what?

Item	Resident	Landlord
Rent	✓	
Council tax	✓	
Gas	✓	
Water	✓	
Electricity	✓	
Telephone	✓	
TV license	✓	
Broadband	✓	
Building insurance		✓
Landlords contents insurance		✓
Tenants contents Insurance	✓	
Private garden maintenance	✓	
Routine repairs and maintenance		✓
Gas servicing		✓

rent talks

Your rent is paid monthly to habodel by standing order. The correct bank account details for making your payments are in your contract and introduction letter. If you're unsure or have any worries, it's never a problem; we're always here to help.

If you have any worries about being able to pay your rent, just talk to us

Don't put yourself at risk. If you think that you might be in danger of not being able to pay, or there may be upcoming events that might affect your ability to pay, we're here to listen. We want you to stay with us, and there are many ways we can work things out.

habodel is now able to offer free, confidential advice on your potential eligibility for additional benefits, so please do speak to us.

- Just reach out to our Rental Enquiries Team. They have the understanding and experience to help. Just email rental@habodel.co.uk or call **01302 499 203**
- There's no need to ignore any reminders; we can help you to stay in your home

UK law gives us the right to apply for possession of your home if you're two months in arrears. Don't let it reach this point. Get in touch as soon as you're worried about anything, and we'll try to work it out. If you don't, we'll have to give you a notice advising you that we are about to take legal action, and we don't want to do that.

Please don't ignore communications, as we never want you to be in the position of:

- Losing your home
- Receiving any court orders that could lead to further costs and interest being added to unpaid rent
- Having any court judgements that could affect your credit rating and make it harder to rent in the future

maintenance and repairs

With maintaining your home, we're in it together. We look after all of your major urgent and non-urgent maintenance issues, but you have to look after the minor things. If you don't play your part in this, we have to pass on the cost of putting it right again.

What you look after:

Item	Resident
Bleeding your radiators	✓
Replacing tripped switches, fuses, and light bulbs	✓
Clearing waste pipe blockages within your home's boundary	✓
Repairing minor cracks and holes in walls and ceilings	✓
Any television aerials and your own reception equipment	✓
All internal decoration should be kept in the same colour and style as the day you moved in. No decorating without our permission	✓
Maintaining your garden and grounds (houses only)	✓
Keeping your home clean and in good order	✓
Ventilating your home to prevent condensation and mould	✓
Deal with dampness and mould caused by condensation	✓
Repair any damage caused by you, your family, or visitors	✓
Replacing broken or cracked glass	✓
Gaining access and replacing keys	✓
Getting rid of any unwanted pests, like rodents and wasps	✓
Testing your smoke and carbon monoxide detectors monthly, changing the batteries every year	✓

As your landlord, we have responsibilities regarding repairs and maintenance

Please report maintenance problems that aren't your responsibility by emailing maintenance@habodel.co.uk

We are responsible for maintaining your home to the habodel standard. This means we look after:

Item	Landlord
Walls, floors, and ceilings	✓
Window frames and external doors	✓
Roofs, drainpipes, and gutters	✓
Toilets, baths, sinks, gas pipes, and water pipes	✓
Fires, boilers, radiators, storage heaters, and immersion heaters	✓
Light switches, light fittings, sockets, and wiring	✓
Communal stairs, lifts, landings, pavements, and grounds (freehold flats and apartment buildings only)	✓
Kitchen fittings, leaks, and white goods (if provided by us)	✓
Boundary fences and gates	✓
Supply and install smoke detectors	✓
Supply and install carbon monoxide detectors (if gas supply is present)	✓



utilities Information for tenants

Your welcome letter will share important information about the utilities at your new home and this is sent to you at the start of your tenancy, if you onboarded with habodel.



How to find your supplier:

Electricity - www.energynetworks.org/customers/find-my-network-operator

Gas - www.findmysupplier.energy/

Water & Sewerage - www.water.org.uk/advice-for-customers/find-your-supplier/



Answers to Frequently Asked Questions:

Contract Holder/Resident

- Are responsible for paying the gas, electricity, water, and sewerage at the property from the day your contract or agreement starts; you should take your own readings, in case of any dispute
- Are responsible for creating an account with the Utility Supplier

Accepted Changes (Permission is pre-approved)

- You may switch suppliers, but are responsible to the current supplier, until you complete a switch
- You may change your meter by making arrangements direct with your supplier, assuming no adjustments are needed

Please contact

maintenance@habodel.co.uk if:

- Your supplier requires our express permission to make changes to your utilities
- Works are needed to accommodate a utility change

Please contact your supplier if or when:

- You are having issues with your meter.
- You need a new or replacement card or key for prepayment meters
- You go off supply
- You topped up your meter and are still off supply
- You can't afford to pay your utility bills
- Your contract ends and you want to finalise your utilities accounts

Please leave any prepayment cards and keys behind, as these are likely to only work with the meters at this property.

emergencies

If you have an emergency with your home at night or the weekend, please check that we cover it before calling 01302 499 202. For emergencies outside of our control, please see the next page for important numbers.

What is an emergency?

The following two pages provide you with the details you need to manage emergencies and urgent repairs. Please read through this carefully. If requests for non-emergency repairs are made using our emergency number, we will have to pass on the cost of the work to you.

Office hours for reporting urgent maintenance issues are 8.30 am - 5.30 pm Monday - Friday. Anything outside these hours we class as an emergency call (5.30 pm - 8.30 am Monday - Friday and weekends).

Please note that any repairs needed due to damage caused by you or your visitors will be charged for.

What to do in an emergency

If you have a genuine emergency with your property at night or over the weekend, please call **01302 499 202**.

Public emergency services are needed for emergencies such as fires, gas leaks, or power cuts. Please use a common-sense approach and see the following page for further information.

If you have a break-in, report it to the police immediately, get a crime number, and we will secure the outside of your home. If the break-in is shown to be your fault, where keys have been left visible, or you've not locked up correctly, you may be charged to secure your home and repair any damage caused by the break-in.

So there are no doubts, emergencies or urgent repairs are defined as:

Emergency	Remember to...
<p>Leaks that can't be stopped or will cause further damage if allowed to continue</p> <p>For complete loss of water to your home, call your local water company or visit their website</p>	<ul style="list-style-type: none"> · Turn off the water using the stopcock · Place a suitable container under the leak to stop any further damage · Contact your neighbours to see if the leak is coming from next door or above · Call and record the outcome of the contact with any neighbouring property
<p>Complete loss of power to your home</p>	<ul style="list-style-type: none"> · Check your payments are up to date and your meter is topped up before calling the National Grid FREE on 105
<p>Heating system breakdowns at the beginning of a weekend or holiday period where there is a risk of the system freezing</p>	<ul style="list-style-type: none"> · Call 01302 499 202
<p>Fire</p>	<ul style="list-style-type: none"> · Contact the emergency services immediately, then call 01302 499 202
<p>If you think you have a gas leak or can smell gas</p>	<ul style="list-style-type: none"> · If you think you have a gas leak or can smell gas, leave the house and phone the National Gas Emergencies number immediately on 0800 111 999
<p>Structural collapse or risk of collapse</p>	<ul style="list-style-type: none"> · Vacate the property, then call 01302 499 202
<p>Security break-ins to the entrance or exit of your home</p>	<ul style="list-style-type: none"> · Contact the emergency services immediately, then call 01302 499 202



being a good neighbour

We ask all our tenants to be good neighbours, following a few simple rules within your home and the space around it, including your garden and grounds or communal areas.



Please don't cause any noise or nuisance to your neighbours or your wider neighbourhood. This applies to you and anyone visiting. While we always aim to build customer relationships, we will take strong action against any residents causing a nuisance.

Here are some general rules to abide by when living in flats:

- All entrances, corridors, and staircases should always be left obstacle free
- Please be aware of the noise you create, especially when living in a block of flats
- Make yourself aware of all fire exits and assembly points
- Respect any communal refuse areas, using the correct bins and any materials given to you by your local council

No smoking inside your home

No pets without permission and payment of pet rent if you have a pet



thank you

For anything to do with moving in, renewing or moving on from us, just get in touch with our Onboarding Team.

01302 499 204
onboarding@habodel.co.uk



If you have a new maintenance issue, please by email maintenance@habodel.co.uk and raise your works order there. For any ongoing maintenance issues, or to inform us about an emergency after first calling the correct number, please get in touch with our Maintenance Team.

01302 499 202
maintenance@habodel.co.uk

habodel emergency out of hours service

Please read pages 13 and 14 before you contact our emergency out of hours service as this contact is for emergencies only. If it's not a genuine emergency, you could be charged.

Registered Address:

habodel House
Hayfield Business Park
Field Lane
Auckley
Doncaster
DN9 3FL

Our opening hours are 8.30 am - 5.30 pm
Monday - Friday.

