



Case House  
85–89 High Street  
Walton-On-Thames  
Surrey  
KT12 1DZ

T 0300 123 2221  
E [info@paragonchg.co.uk](mailto:info@paragonchg.co.uk)

[www.paragonchg.co.uk](http://www.paragonchg.co.uk)



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*your  
guide  
to*

**What happens next?  
– Being offered a property**

**Every  
Customer  
Matters**



## What happens next? – being offered a property

STEP  
1

You have been offered a Paragon property



STEP  
2

Finding out about your rent and how you can pay it



STEP  
3

Receiving your keys and moving into your home



Moving house can be a stressful time and we want to make sure that we make the process as clear as possible and provide some helpful tips along the way.

Depending on which borough you live in, you may have bid for your home through Choice Based Lettings or have been nominated to us by your Local Authority. Each step of the journey to your home will be the same once we have your bid or nomination.

- Once our Lettings team have shortlisted your bid or received your nomination for a property, you will be sent an offer letter that confirms details of the property, rent and type of tenancy you will be offered.
- You will also receive a lettings pack with a copy of a tenancy agreement and Housing Details Form.
- As soon as the property is in a safe condition to be viewed, the Lettings team will contact you to make an appointment to view it.
- If you decide at the viewing that you want to accept or refuse the property you will sign a form confirming your choice. The rent charge will also be confirmed.
- **TIP:** Remember that refusing the property may affect your ability to bid or be offered another property – check with the Lettings Officer at the viewing.
- If you say yes and accept the property you will be given a pack that includes some forms you will need to fill out for **Step 2**.

- You will be contacted by an Income Officer to book an appointment to discuss how you will be paying your rent.
- This appointment can take place in our office in Walton-on-Thames, a Paragon Hub, your home or over the phone. We would like to meet you if possible, so will try our best to fit in with you.
- You will need to bring with you **one type of photo ID** for example, your passport, your driving licence and also any other documents that will help you make a Housing Benefit claim.
- Your Income Officer will discuss your financial situation, how you will be paying your rent and complete direct debit forms or Housing Benefit applications with you.
- If you have any questions about your tenancy agreement your Income Officer will also be able to answer these.

- Once all the works have been completed at your property you will get a phone call from the Lettings team to book a time to meet so you can sign your tenancy agreement and receive your keys.
- You will need to bring with you your signed Housing Details Form.
- You will need to pay either one month or one week's rent in advance; your Income Officer will have told you this already.
- The Lettings Officer will give you important information about your home and who to contact for help with any queries.
- If there is gas supplied to your home we will give you a date and time when our gas contractors will be visiting to turn this on and test it.
- You will be invited to meet with your Tenancy Services Officer (TSO) around a month after moving into your home.
- Finally, you will sign your tenancy agreement and be given the keys to your new home!

STEP  
4

### Settling into your home and meeting your TSO

- Make sure that you are at home for your one month visit.
- Your TSO will have a chat with you about how you are settling into your home and the neighbourhood.
- They will have checked your rent account and will talk to you about any queries you may have or issues that we need to talk to you about.
- If you have any repairs due, or if you have reported a repair, they will have looked into what's happening with these before coming to see you.
- Your TSO will chat with you about the other services that Paragon provides and how you can access these services.
- We really want our residents to be involved in monitoring our services and how we are doing as your landlord. Your TSO will give you details of how you can do this.
- They will let you know about any events going on at Paragon or in your area.
- Your TSO will visit you again at **four month** and **eight month** intervals.

## Useful information

### What will be in the property when I move in?

Most Paragon properties are let **without** any furniture, kitchen appliances, carpets or curtains.

If you need help to get any of these items please liaise with the Lettings Officer at the viewing, who will arrange for one of our Income Officers to contact you and discuss this.

### Removals

Please don't book any vans or removals to move into your new home until you have received final confirmation of your moving date from Paragon.

### Giving notice to your current landlord

If you are already renting a property from a landlord, you will need to give them notice that you are leaving; make sure you know how much notice you need to give them. For example, four weeks.

If you are receiving Housing Benefit to pay your rent at your current property, remember to contact them to let them know you are moving and they will give you information on what to do next.

### Home insurance

Paragon are required to provide building insurance for your home. But none of your furniture, personal items or possessions will be covered if something happens to damage them.

We recommend that all our residents take out home insurance to cover their personal possessions.

### Furnishing your new home

Before you buy any new furniture, cookers, fridges or freezers make sure they will fit into your new home.

When you go for your viewing at the property take a tape measure with you and measure up for anything you need.

## What happens next? – being offered a property

### Decorating your new home

All internal decorations are your responsibility and Paragon will provide you with vouchers if we decide your property is not adequately decorated when you move in. You will be told in advance if you are going to be given decoration vouchers.

We realise that whilst our property may be adequately decorated, you might wish to add your own decoration in order to turn the property into your home. If you want to make any alterations apart from decorating then please ask your Tenancy Services Officer for permission first. This includes changing light fittings and doors.

### Your utility bills

As a new tenant you will be responsible for arranging the supply of, and paying for, your gas, electric and water rates. Please ensure you contact all of the utilities providers as soon as you move in to ensure your supply is switched on and you have set up how you will pay.

Please remember that paying for council tax and a television licence is your responsibility as well.

If you need any advice or assistance about setting up and paying for your utilities, please discuss with your Income Officer, or inform the Lettings Officer at your sign up and they will arrange for our income team to get in touch.

### Gas safety check and electrical test

At the beginning of every new Paragon tenancy we will carry out a gas check and an electrical test to ensure your new home is safe. If the gas service and electrical test has not been carried out before you have moved into your new home an appointment will be made to arrange this as soon as possible.

If an appointment has been made, it is very important you keep to the appointment. If the date given is not suitable please call us on:

**T 0300 123 2221**

Select **option one** and you will be put through to an advisor to re-arrange the time, and date.

### Rent and service charges

Your offer letter will provide details of your rent and service charges. It is your responsibility to ensure that it is paid in advance. There are a variety of ways to do this using our allpay service:

-  • Direct debit
-  • Payment card
-  • Payment app
-  • Over the telephone

We also have an Income team who can offer support and help to ensure that you are maximising your income. They can also provide information on how to find the best deals on utilities.

Our Welfare Benefits team can provide you with help to work out and claim any benefits you may be entitled to.

### Repairs

There may be occasions when your new home will require some minor repairs, as you move in or just after. In such cases we will make sure you know of any outstanding work required to your new home and provide you with a timescale for when this will be completed.

### Don't forget!

We are here to help you and make sure that your move is as easy as possible and that your new property becomes your home.

Please contact the Lettings team if you have any concerns or questions and they will put you in touch with someone who can help:

**T 01932 235 850** or you can email  
**E [lettings@paragonchg.co.uk](mailto:lettings@paragonchg.co.uk)**

## We look forward to meeting you!

