CLARION HOUSING

Preparing to move

Your new home



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Tenancy start

Sign-up appointment

You will be contacted by a member of Clarion's Available Homes team with a tenancy sign-up appointment date. The in-person appointment will occur within a few weeks of completion of the new homes at Station Road.

During this appointment you will be issued with your:

- **Tenancy Agreement**, with a start date of the day of your sign up appointment
- **Keys and fobs** to your new home, including to the bin store
- **Home User Guide**, a document with information about your new home, including appliances and utilities
- **User manuals** for appliances
- **Heat Agreement**, a document stating your billing terms for the new communal heat network

Once you have a sign-up appointment, you will be contacted by the removals company to arrange a move in date.

We expect residents to move into their new home shortly after their tenancy sign-up. As this is a large scale moving programme, moving dates will be coordinated by Clarion and our appointed removals contractor, Crown Promotions. We anticipate it taking about 4 weeks to move everyone in.

Key return

All residents are required to return the keys for their old property within **72 hours** (3 days) of your **removal appointment.**

All keys to your existing property must be returned using the envelope which will be provided in the move-in pack.

Failure to return your keys within this period, may result in you being charged rent for both your new and previous home until the keys have been returned.

Your new tenancy

Home loss payment

We will give you a one-off home loss payment of **£8,100** once you have moved and handed back the keys. This is to compensate for the loss of your old home.

Please note that the payment can take up to four weeks to reach your account. If you owe rent or other money to Clarion Housing, we'll deduct this from your payment.

You will also receive a **£3,000** 'disturbance payment' to cover the costs of items such as:

- redirecting mail
- altering or replacing furnishings, like curtains

Rents and service charges

New rents have been calculated in accordance with the Government's formula for social rent. They have also been aligned with Universal Credit's 52-week payment schedule.

Please note, service charges will be higher than your current rates, because of additional systems in the new building requiring servicing and maintenance. This is the case for most new build properties.

Moving in

Removals

Once your new tenancy is signed, you will receive the keys to your new home. We would ask that you **do not** start moving items into your new home, as this might interfere with the removal firm moving other households into the building.

We will pass your details over to the removals company Clarion has appointed, **Crown Promotions**, who will be in touch with you directly to confirm arrangements. We expect all the removals to be completed over a four-week period, although some may fall outside this window.

The removals company will deliver moving materials e.g. boxes, bubble wrap, tape etc. so that you can pack up your home before your moving day.

It is important to note, the removals company is not responsible for packing, **you are responsible for packing up your home and belongings**. You must be ready to move on your moving date (agreed between you and the removals company), as you will not be able to change the appointment at short notice, and we will charge you for the service if you are not ready.

Please do start to de-clutter and prepare for you move now. It is important that you clear your existing property of belongings before you move.

If you do not leave your property empty (except for white goods), then you may be recharged for the cost of clearing your property.

Skips

We will provide skips on your current estate in the lead-up to your move, so that you can start to declutter and dispose of unwanted items. You will be advised on dates when skips are available.

We will also arrange for a skip to be located near your new home, so that any packing material can be disposed of.

Parking

42 Station Road is a **car-free development**, and no general resident parking is provided on-site.

As part of the tenancy sign-up process, you will be asked to confirm that you understand and accept the car-free status of the development and the parking arrangements that apply.

If you own a vehicle or are considering purchasing one, please ensure that you have considered alternative parking arrangements before moving into your new home.

A limited number of **disabled parking bays** are available. These bays are:

- Reserved for use by Blue Badge holders only for a limited time during the day.
- Available on a first-come, first-served basis, when required.

There will be a parking enforcement on site to ensure compliance.

Kitchen appliances

To help you settle into your new home we will gift you new kitchen appliances when you move in. Each home will come with a new cooker, energy efficient fridge freezer and washing machine.

There will be no charge for this, but these appliances do not fall under Clarion's repair responsibility.

It is important that you register the warranties for the appliances in your name in order to receive alerts, recalls and safety updates.

We will unfortunately not be able to provide a dishwasher in your new home, due to the kitchen design constraints we have had to meet. We appreciate that the absence of a dishwasher may be disappointing, and we would like to acknowledge this by providing **£250** compensation. This will be added to your home loss payment. Please be assured that all other white goods will be included.

You **may leave your old white goods** in your previous property, you do not need to dispose of them.

Recycling & waste

There are central bin stores which can be used at any time with a fob, so you do not need to put your rubbish and recycling out on a certain date.

See the image below for which items should go in which bins.



Utilities

Heating and hot water supply

Station Road will operate on a communal heat network system. This means you do not need to set up a supplier for your heating and hot water (normally a gas supplier), and you will not be able to change or choose your own provider.

More information about billing and charges will communicated to you by Insite Energy nearer your move date, including any actions you need to take. Insite Energy are the metering and billing company for the communal heat network, who you will sign an agreement with.

The new development will have photovoltaic panels which will feed into the shared energy supply.

Electricity

Please remember that **you will need to set up an account with an electricity supplier** or change the address of your existing one.

Gas

There is no gas supply to the new homes as they will be served by a communal heat network system.

Council tax

You will be able to check your council tax band by visiting **www.gov.uk/council-tax-bands** once the development is complete.

You will need to set up an account with your new address to pay your council tax.

Change of address

If your child is changing schools, please ensure you **register with the new school** to ensure they get a place for the beginning of the school year in September.

Please also remember to update your address and contact details with service providers. This list may not be exhaustive, but includes some common services that require your current address.

- Employer
- Department of Work and Pensions
- London Borough of Merton Council Tax Team
- Thames Water
- Broadband supplier and TV Licensing
- Driver and Vehicle Licensing Authority (DVLA)
- Doctor (see next page for your local GP), dentist, and other healthcare services
- Royal mail if you require mail forwarding services
- Your friends and family.

Reporting an issue or defect

As you settle into your new home you may notice minor issues or defects which are not unusual in new buildings.

When you move in you will receive a **Home User Guide** which includes important information about your home and what to do if something goes wrong. This is a comprehensive reference guide, but please do not hesitate to contact the Clarion Housing team if you need to.

For non-emergencies, you can contact the Customer Care Team at:
customercare@clarionhg.com

If you do contact the Customer Care Team, please include the following information to help them respond to your enquiry:

- your name & address
- your contact details, in case we need to get in touch
- a full description of your enquiry with photograph or video evidence

Or you can call **0300 100 0301.**

How-to advice

Your new home includes new technology and modern features. To help you settle in and familiarise yourself with the new tools we have produced a series of short how-to video guides.

The videos provide guidance about how to use the features which may be new to you. We will be uploading the guides to the regeneration website - watch this space: **www.42stationroadlive.com.**

Local council services

Merton Council has lots of resources available for families and new parents, including additional support with child development, relationships and employment opportunities. Below are some key resources.

- Best Start Family Hubs | Merton Council
- Local Directories | Programmes for Parenthood and Home Learning Environment
- Local Directories | Best Start Family Hubs

Support available through Best Start Family Hubs includes:

- Evidenced based programmes for parents with preschool aged children
- Midwifery
- Health visiting
- Perinatal wellbeing support
- Early learning programmes and activities for 0-5s
- Infant feeding
- Specialist SEND services for under 5s
- Debt and welfare advice and support
- SEND information, advice and guidance
- Relationship advice
- Family information

Your local Best Start Family Hub

Your closest Best Start Family Hub is located at the Acacia Centre, CR4 1SD.

The Acacia Centre is situated between Lonesome Primary School and St Mark's Church of England Academy on Grove Road. The pedestrian entrance is on Grove Road.

You can call them on **0208 274 5300**, or check their website: **https://www.merton.gov.uk/communities-and-neighbourhoods/cypf/hubs/find-your-nearest-family-hub**.

Your local doctor’s surgery

Merton Medical Practice are your local doctor’s surgery:

Merton Medical Practice
12-17 Abbey Parade
Merton High St
London
SW19 1DG

They are aware of the new development at Station Road and have capacity for new patients. The registration instructions are below.



Supporting you

Practical help and support

We'll help you to arrange and prepare for your move. We'll pay for removals including packing materials and a packing service if you need it. For older and vulnerable residents, we'll offer help with things like re-hanging curtains and fitting lightbulbs.

If you have any extra needs connected with your move, we can offer support or refer you to specialist services. Extra help could include:

- help with claiming benefits at your new address
- help with changing utility suppliers
- advice about home aids and adaptations.

Book a money guidance appointment

A one-hour money guidance appointment is an opportunity to discuss your individual circumstances in confidence. Appointments are conducted by telephone in the first instance.

To contact the Money Guidance team directly please email:

guideline@myclarionhousing.com

Or

Call **0800 300 5000** and ask for **Guideline**.

Confidential financial support

We want residents to enjoy their new homes without any financial worries, and we are supporting residents who may be concerned about additional costs when they move. The Clarion Futures Money Guidance team offer free confidential and practical support to residents who have concerns about paying bills. They will ensure you are receiving all the financial assistance to which you are entitled.

The team will work with you to:

- review your financial circumstances
- produce a personalised budget
- calculate benefit entitlement

The money guidance pages on the Clarion Housing website provide information and helpful guidance about bills and benefits. You will find more details here:

- **www.myclarionhousing.com/help-and-guidance/money-guidance**

- **www.myclarionhousing.com/my-community/community-life/news-stories-and-guides/2024/06/11/here-to-help**

This help is available to tenants and homeowners.

Common questions

Removal service

Should I arrange removal services, or will Clarion Housing help?
Clarion Housing has appointed a company which has experience moving Clarion residents. The company will contact you to arrange a date for removals once you have completed your sign up.

You **must** be ready to move, or you will be charged for the removal service.

When will I get my keys?
You will receive your keys when you sign up for your new tenancy, before your moving day.

Moving in

Can I decorate my new home when I move in?
Your new home is ready for you to add your personal touches. Minor modifications, such as painting, are permitted but not advised until the end of the 24-month defects period. We recommend waiting until after the defects inspection before adding wallpaper.

Your tenancy

Who should I contact with questions about my tenancy agreement?
For any questions about your tenancy agreement before you move, please contact your Regeneration Manager. If you have questions after you move in, contact your Neighbourhood Response Officer, Tanekha Gordon: **tanekha.gordon@clarionhg.com**.

How long can I keep the keys to my old home?
Residents will have **72 hours** to return the keys for their previous home after they have completed their move.

If the keys are not returned within this period, you will be charged rent for both properties. Please return the keys to the estate office using the envelope provided at sign-up.

Contact us

If you have any questions, please email
mertonregen@clarionhg.com

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