



Moving In To Your Home



Better Homes • Stronger Communities

Getting your gas and electricity supply connected

We will discuss this information with you in detail before you move and, where possible, let you know who currently supplies gas and electricity to your new home.

Step 1 - Before you move out of your old home

It is your responsibility to inform your gas and electricity suppliers that you are moving and meter readings have been taken.

Step 2 – When you sign up for your new home

Where possible we will tell you who the gas and electricity supplier for your new home is. If we are not able to provide this information you can find out who your supplier is by calling:

Electricity supply 0845 7444 555

Gas supply 0845 7585 401

You can choose to remain with the existing suppliers or set up a new account with a supplier of your choice.

Step 3 – Contacting your suppliers

You must contact your gas and electricity suppliers to set up an account. Tell them you are now living at your new address and provide any meter readings.

Step 4 – Getting connected

Once you have completed Step 3

You must arrange for us to come and reconnect your gas and make sure it is safe to use. You need to do this by calling us on **01724 279900** or **0800 032 63 63** before midday for the supply to be reconnected by the end of the next working day. You cannot use your gas supply until this has been done. To reconnect your gas, electricity must be available in your property.

Gas supplies will not normally be reconnected outside normal working hours, which are Monday to Friday 8:30am to 4:30pm.



Token meters

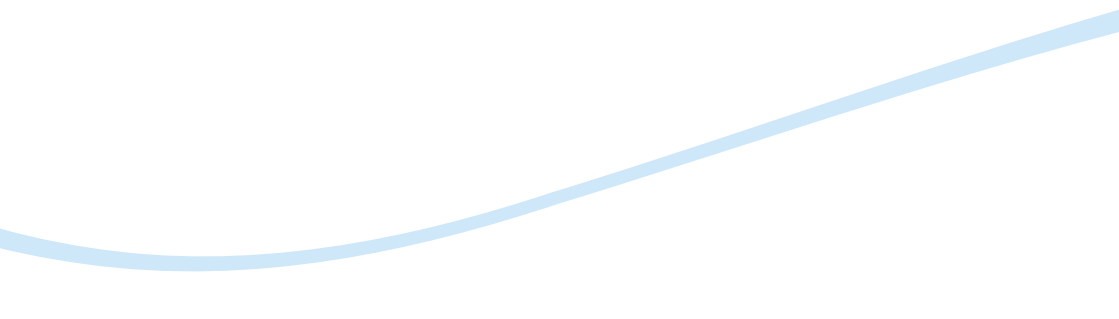
If you have a gas token meter you must have credit on your meter before the heating and hot water can be turned on.

If there is an outstanding balance on the meter contact your gas supplier to arrange for the meter to be cleared. You need to do this before you call us to re-connect your gas and make sure it is safe to use.

No gas meter

If there is no gas meter at your home and you intend to use your gas supply you must contact your gas supplier and they will arrange the installation of a new meter free of charge.

Once you have your new meter installed you must contact North Lincolnshire Homes on **01724 279900** or **0800 032 63 63** for the gas heating system in your home to be checked.



Water and sewerage

You need to tell the water company the date you moved out of your previous home and when you intend to move into your new home.

Anglian Water

PO Box 46
Spalding
Lincolnshire, PE11 1DB
Tel: 0800 919 155

Yorkshire Water

Po Box 52
Bradford
BD1 5PZ
Tel: 0845 124 24 24

Severn Trent Water

20 Lionel Street
Birmingham
B3 1DL
Tel: 08457 500 500





Council Tax

Make sure you contact North Lincolnshire Council's Council Tax Section on **01724 296093** and tell them of your change of address. You must do this within 21 days of moving.

Housing Benefit

If you receive Housing Benefit or wish to apply for it, contact North Lincolnshire Council's Housing Benefit Section on **01724 296131** as soon as possible. Any delay in claiming may result in a loss of benefit.

Council Tax Benefit

If you receive Council Tax Benefit or wish to apply for it contact the North Lincolnshire Council's Council Tax Benefit office on **01724 296131**.

Visit us online
www.nlhomes.org.uk

Home contents insurance

North Lincolnshire Homes is responsible for insuring the actual building you live in. However, we are not responsible for insuring your personal contents, decoration or belongings such as furniture, clothing or appliances.

We strongly advise you to take out your own personal household insurance. This should cover you against loss caused by burglary, or accidental damage to your belongings.

You also need to be covered for accidental damage to other people's belongings when it is your responsibility, for example if your washing machine overflows and causes damage to a neighbour's property.

North Lincolnshire Homes has an agreement with Allianz Crystal Insurance Scheme to provide affordable, pay as you go home contents insurance for tenants and leaseholders.

Insurance premiums can be paid fortnightly by swipe card at any Post Office, monthly by Direct Debit or annually by cheque, postal order or credit card.

**For more information or an application form
contact us on 01724 279900 or visit our website
www.nlhomes.org.uk**



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的信思，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

North Lincolnshire Homes Limited

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www.nlhomes.org.uk