
Help with moving in

Moving home can mean lots of upheaval, but with Hanover you can be sure that we'll make it as painless as possible. We'll also try our best to help you settle quickly into your new home.

Information to help you move in

When you've got your moving date you will receive a tenancy sign up pack and be invited to a sign up interview by your Estate Manager. During this interview you will be given information about your new property, Your Estate Manager will discuss:

- The Tenancy Agreement if you are renting. If you have bought your home you will have a lease agreement. Your solicitor should explain the main terms of your lease
- A Local Agreement will exist for your estate - we will ensure that you are familiar with the services that we have agreed to provide in this document
- Information about any rent payments and other charges due, and we will explain how you can pay
- If you are eligible for any benefits – we can carry out an entitlements check for you if you wish before your sign up interview.
- Concessionary television licence - if you are eligible we can inform the TV licensing authority on your behalf
- Details of what level of support you would like
- How the alarm system works, and the services you can expect to receive from the alarm centre when your Estate Manager is absent.
- The facilities available on your estate, such as the services provided by the Estate Manager (if there is one), any social activities that take place, details of any communal facilities and most importantly the actions to take in the event of a fire
- We will also let you know how you can be involved in giving your views on the decisions Hanover makes (Residents' Council, Resident Representatives, Intouch membership).

Things you need to do before you move

There is a lot to do to organise your move, here is a checklist we hope will help you:

- Contact local removals
- End the tenancy, if you have one, on your current property
- Cancel any associated payments
- Take readings of gas and electricity meters at both properties/inform suppliers
- Inform the council tax office and any benefits agencies
- Arrange to have your telephone disconnected and your new one connected
- Inform your water supplier and have the meter read at both properties
- Tell your bank/building societies that you are moving
- Check whether you need to change your doctors and dentist
- Inform the TV licensing agency and internet supplier
- Set up a redirection for your mail at the post office (there is a cost for this service)
- Don't forget to tell your friends and family

Contact details

If you would like to discuss more about your move please contact our Lettings and Enquiries Team:

0800 280 2575

lettings&enquiries@hanover.org.uk

www.hanover.org.uk