



The Start of Your Tenancy



A guide to what to do to avoid falling behind
in your rent payments.

enabling independent living

This leaflet gives you details of what you need to do at the start of your tenancy to help you pay your rent on time.

When you take over the tenancy of your new home, you take on a commitment to ensure that your rent is paid to Colne.

We need to verify who you are and if you are entitled to claim housing benefit or Universal Credit. When you come to sign your tenancy, you will need to bring the following documents with you:



Proof of identification – for example a passport or a photo driving licence.



Proof of benefit entitlement – for example a letter of confirmation from the DWP. (Housing Benefit legislation has changed. If you are under 35 you will only be eligible for the shared/single room rate of local housing allowance.)



Payment - If you are not claiming benefits, then please ensure you have at least the first week's rent with you. If you wish to pay monthly, please bring one month's rent.



Part payment – If you are moving from another rented property, and have been receiving housing benefit in part payment of your rent, please bring the payment you usually make.

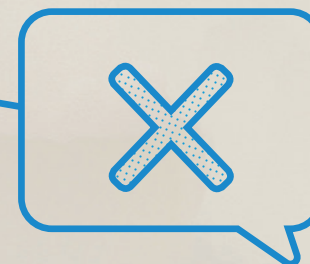


Bank details – if you wish to make a payment to us by Direct Debit, we can set this up for you, but we will need your bank details to do so.

Remember!

Even if you are in receipt of housing benefit or Universal Credit, it remains your responsibility to ensure it is paid to Colne for your rent.

Your home is at risk if you do not pay your rent.



Accompanied viewing checklist

Your Home Officer will complete this with you and keep it for Colne's records.



Name:	
Address:	
Date of viewing:	
Home Officer:	
Signed:	

This is an affordable fixed term tenancy. The terms of this tenancy have been explained to me	
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Property

Discussed property condition	
Decoration vouchers discussed	
Location of stop-cock shown	
Location and type of electric / gas meter explained	
Copy of gas service certificate seen	

Rent payments – method of payment

<input type="checkbox"/>	Housing benefit	<input type="checkbox"/>	Standing order
<input type="checkbox"/>	Direct Debit	<input type="checkbox"/>	Cash / card / cheque
<input type="checkbox"/>	Mobile banking	<input type="checkbox"/>	Internet payment
<input type="checkbox"/>	Allpay card		

<input type="checkbox"/>	One week's rent to be paid at sign-up? if not, give reason why:
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Tenancy

Permission for pet (animal type)

Granted **Refused**

Alterations

Explained that all requests must be in writing	
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Tenancy conditions

The Start of Your Tenancy leaflet given	
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Housing benefit evidence

The resident is to bring the following evidence to the sign up:

Evidence of existing benefits (including housing benefit and Universal Credit), allowances, tax credits, pension and payslips (last two months)	
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Proof of ID

The resident was reminded to bring two forms of identification to the sign up	
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Are you related to any member of staff or Board member of Colne?	
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If you are, please tell us who and your relationship.	
Who:	
Relationship:	

Do you have access to the internet?

 Yes No

I grant Colne with the authority to gather a reference from my current landlord:

(landord name)

I have viewed the property and the items listed above have been discussed with me and explained in full

Customer's signature:

Date:

Notes

Notes

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We will make every effort to provide information in alternative formats on request, including audio, large print and translations.

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