



**ONE CIC**

**Housing & Support**

**TENANT'S  
WELCOME GUIDE**



# ONE CIC

A warm welcome to you from One CIC.

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We realise it can be a stressful time moving.

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Your Housing Support Officer is here  
to help you with the process  
and this guide is to help you prepare yourself.

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*We Are All One*

# ONE CIC - TENANT'S WELCOME GUIDE

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## 1: Who is my Housing Support Officer?

You may have already met your Housing Support Officer (HSO) at your first appointment. If not, they will be in touch to introduce themselves and arrange to meet you at your new home to go through some documents (not too many!) and to help you settle in.

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## 2: Your Licence Agreement:

You will be asked to sign a document called a Licence agreement. This is a legal document which sets out your rights and responsibilities as a tenant, but also sets out our agreement to you as a landlord. This means you can occupy the property so long as you pay your rent and follow the house rules.

Please read your licence agreement, or get someone you trust to explain it to you before you sign it. And be sure to ask your HSO any questions you may still have.

### **Before you Move:**

**Have you organised transport to bring your belongings?**

**Have you got someone to help you move?**

If you've got your own furniture check whether or not you are allowed to move it in. (It really depends on the property)

Let services know your change of address and the date that it changes including:

- Job Centre
- Housing benefit
- Local authority
- Council Tax
- GP
- Dentist
- Hospital appointments
- Post Office

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## 3: Moving In Day:

Congratulations, you're moving in. On the day that you move, your HSO will meet you at the property to welcome you. Please make sure you know the agreed time.

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## 4. Keys:

You'll be given your own set of keys. They are your responsibility so keep them safe and consider getting a copy made. If you lose them you will be recharged for another set.

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## 5: Inventory:

Together you and your HSO will make an inventory of what furniture and white goods are yours and what is One CIC's. We will make a record of the condition of the items.

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## 6: How Things Work:

We'll help you get things up and running including:

- Gas, electric and water meters
  - Boiler
  - WIFI
  - Applying for a TV licence (a TV license is required per person per TV)
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## 7: Suppliers:

We will help you notify any suppliers and take any meter readings.

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## 8: Information About Your Property:

Your HSO will help you find your:

- Stop cock- which turns off your water
  - Electric Fuse box- which turns off your electric
  - Gas tap- which turns off your gas
  - And tell you when it's bin day and recycling day
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## 9: Your Belongings:

You are responsible for your belongings and for taking out insurance for them if you want to.

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## 10: Buildings Insurance:

We have insurance to cover any damage to the structure of the building.

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## 11: Tenancy Support:

After you have moved in, we'll arrange to see you again soon to go over what areas of your life you would like support with and ask you when you would like to meet every week.

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## 12: Paying Rent:

We are here to help.

Please contact us if you are worried that you can't pay your rent so that we can help you before it becomes a problem.

Your HSO will tell you how to pay rent, council tax, bills or service charge.

Your rent and service charge is usually paid in advance.

Your HSO can help you set up regular direct debit payments.

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## 13: Housing Benefit:

If you are entitled to Housing Benefit, this will be paid directly to us. Your housing benefit may not cover the whole rent amount and if this is the case you may need to make sure you set up payments to cover the difference. Your HSO will help you arrange this.

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## 14: Universal Credit:

If you are in an area which has moved from Housing Benefit to Universal Credit, you will need to make a fresh claim, even if you have previously been receiving Housing Benefit.

You will need to pay your rent out of your Universal Credit payment you receive.

Note: Universal Credit is paid in arrears, you can ask for an advance to cover your rent which is due in advance. Your HSO will help you arrange this and make sure the rent day is after you get paid.

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## 15: Reporting A Repair:

Please go to: [repairs@onecic.uk](mailto:repairs@onecic.uk)  
or call: FREEPHONE 0800 652 9662

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## 16: Harassment:

At One CIC we take incidents of harassment very seriously. You are protected from harassment under the Protection of Harassment Act 1997.

Harassment is defined as unwanted conduct on the grounds of race, gender, religion, age or disability which has the purpose of violating a person's dignity or intimidating them. If you, or a member of your family, are being harassed you should notify the police immediately as it is unlawful.

Please keep a written record of any incidents of harassment and notify your HSO. We will aim to work with the police and agree a plan of action with you within an agreed timeframe.

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## 17: Antisocial Behaviour:

Antisocial behaviour is classed as unreasonable behaviour that impacts negatively on you or your neighbour and could include:

- Breaching the house rules in shared accommodation
- Harassing other residents or neighbours
- Dumping rubbish and fly-tipping
- Making excessive noise
- Using parking areas you are not entitled to use
- Allowing pets to be a nuisance

Try talking: Sometimes antisocial behaviour can come about through misunderstandings or crossed purposes and can be resolved by speaking to your neighbour when you are calm.

If antisocial behaviour becomes persistent then telephone the police on 101. This is a useful way of keeping evidence of the incident and also can speed up a response should the problem escalate. Also keep a written record yourself noting dates and times.

If necessary the incident can be reported to your HSO on the next working day.

If there is enough evidence, antisocial behaviour could result in the person losing their tenancy.

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## 18: Domestic Abuse:

We define domestic violence as an actual or threatened act of harassment, assault or abuse (mental, physical or sexual) from people we are related to or live with.

If you, or someone you know, is in danger of domestic violence, you should contact the police immediately by dialling 999 or 101 for a non-emergency response.

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## 19: Health & Safety:

If you experience a problem with your property or surrounding area which impacts on your health or safety or potentially could, then you should make yourself safe and contact the emergency repair line.

Issues could include flooding, vermin infestation, issues with the stability of a building or inappropriate rubbish dumping. If there is a gas emergency, please phone The National Grid (gas leak) on FREEPHONE 0800 111 999.

For a more in-depth explanation of our policy please follow this link to our health and safety policy within our Standards and Policies Guide.

<https://www.onecic.uk/standards-and-policies-guide>

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## 20: Tell Us What You Think?

We want to listen to you and understand what you need.

We want to create homes that you want to live in and provide support that actually helps you.

If it falls short, keep telling us so we can do it better.

Email: [help@onecic.uk](mailto:help@onecic.uk) or FREEPHONE 0800 652 9662

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## ONE CIC - HOME SAFETY TIPS

### Electricity



- Do not overload sockets - the most serious consequence of this could be fire.
- Electricity and water do not mix - never take electrical appliances into the bathroom. Try not to put items containing liquids onto appliances.

### Chemicals



- Never play around with or swallow a liquid not meant for drinking.
- Cleaning products contain harmful and irritating substances.
- Always read the labels.

### Gas



- Make sure gas appliances are turned off properly when not in use.
- If you ever smell gas - turn off the mains supply and call the emergency gas number.
- Do not turn on the lights or do anything that may cause a spark.

### Hot Objects



- If there are small children or animals in the house, take care not to leave irons, boiling saucepans, hair curlers etc. easily accessible.
- Take care with leads on electrical items.
- Ensure lights are turned off when not in use.

### Smoking



- It is never safe to smoke within your home, but if you do you, never leave a cigarette unattended.
- It is much safer to smoke cigarettes outside rather than within your home.
- Cigarettes cause many house fires resulting in injuries and fatalities.

### Security



- Always lock your doors and ensure at night that your windows are not open enough to be accessible.
- Do not make it easy for a burglar to enter your home through a door or window.
- Keep valuable items out of sight.



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info@onecic.uk | www.onecic.uk

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