

# Trivallis.

VIEWING & SIGN UP INFORMATION



Please bring  
this booklet  
with you to  
the viewing

PROUD TO BE HERE. **Trivallis.**

## Hello and Welcome to Trivallis.

As you know your bid has been successful and you have been invited to view and hopefully sign-up for one of our properties.

We understand that moving home can be a very stressful time with lots of things to do, especially if it's the first time for you to have a tenancy with a Social Landlord.

We hope that you find the following information useful, alternatively please take a look at a short video on our website called Viewing & Sign Up at **[www.trivallis.co.uk](http://www.trivallis.co.uk)** or scan the QR code below.

If you have any questions or queries regarding the appointment, please do not hesitate to contact a member of our team on telephone: **03000 030 888** or send us an email: **[enquiries@trivallis.co.uk](mailto:enquiries@trivallis.co.uk)**

We make two different types of appointments:

### Viewings only

These are done whilst the property is still under repair. The Lettings team will be able to advise you of our target date, which is an estimated date as to when the property will be ready.

### Viewing and Sign Ups

These are done after any works have been completed. If the property is suitable for you, you are likely to receive the keys for the property on the same day.



## What will happen during the viewing?

The Neighbourhood Manager will meet you at the property as arranged so you can take a look around and check everything is suitable for you.

They will also show where to find the:

- Electric meter
- Gas meter
- Fuse box
- Water stop tap
- Garden and outdoor space

If everything is ok and you want to accept the property, you will sign a tenancy agreement and be given the keys for the property there and then.

If you want to accept the property but its not ready our Lettings team will be in contact as soon as we know when we can give you the keys.

The sign up is done electronically and the Neighbourhood Manager will need to upload some details about you and other occupants onto their handheld tablets. This can take up to 1½ hours, so please make sure you have given yourself enough time for this to happen.

It is important that you keep your Tenancy Agreement in a safe place. You may be asked to provide a copy if you apply for Housing Benefit or need to provide proof of your address in the future.

If the property is a flat you may also be given security door entry fobs. Please be aware that you will be allocated 3 fobs. If you require a replacement or additional fob, there will be a small charge.



## What you need to bring with you to the viewing

If you decide to accept the offer the Neighbourhood Manager will need to see proof(s) of identity. In particular you need to provide:

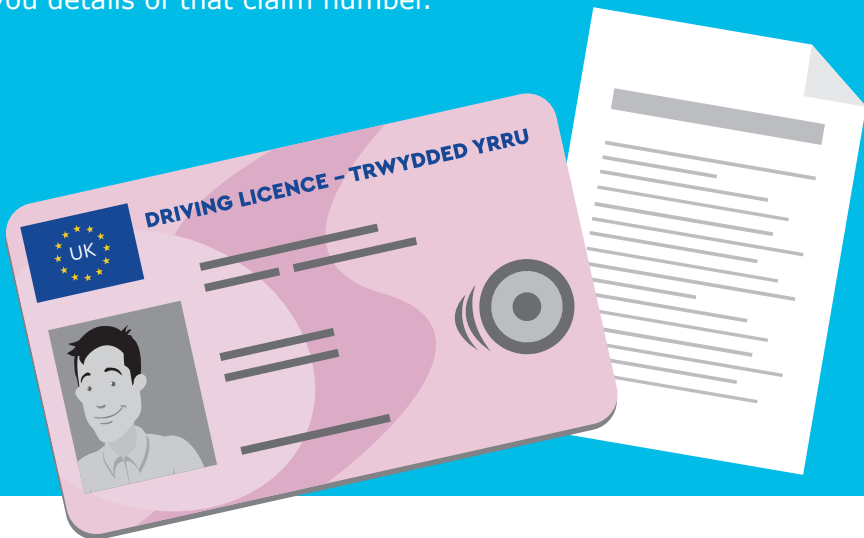
- Proof of your current address
- Proof of your national insurance number
- Proof of income
- Proof of pregnancy, if applicable

The following documents should be able to provide you with the proof required:

- National Insurance number – card or DWP letters
- One photo ID (driving licence, passport, bus pass etc)
- An official letter with your current name and address on, such as a bank statement or utility bill.
- Proof of income, wage slip, benefit agency letter
- If you are pregnant we also require proof of pregnancy – MATB1 or midwife notes

If you are unable to bring proof, this could cause a delay in you being able to sign for the tenancy. Please contact us before the viewing if you are unsure.

If you claim housing benefit at your current address, please bring with you details of that claim number.



## Gas and Electric Supply

During the viewing your Neighbourhood Manager will take meter readings for the gas and electric and give them to you. Please bring this booklet with you as there is space for the meter readings to be logged at the back of the booklet. It is important that you take these readings home with you as you will need them when you register with a supplier.

In the majority of our properties SSE are the gas and electric supplier. The gas meter in the property is currently capped, which means it can't be used. You therefore need to take the following actions as soon as possible

Contact **SSE Homemovers Team** on **0345 071 7861** and register yourself as a customer.

Once you are registered as a customer you must arrange to put credit on both your gas and electric meters. A minimum of £5.00 is required on both.

You must then contact us on **03000 030 888** to arrange your new tenant gas check. Please note that it can take up to 3 working days for our Gas Engineer to call, so please contact us as soon as you have arranged to have your services turned on.

If the utilities are not being provided by SSE, please contact

**[www.westernpower.co.uk](http://www.westernpower.co.uk) (electric) or call **0345 601 5972****

**[www.findmysupplier.energy](http://www.findmysupplier.energy) (gas) or call **0870 608 1524****



## Water

The water supply will be on and ready to use. You will need to register yourself with Welsh Water as a customer. Their contact details are [www.dwrcymru.com](http://www.dwrcymru.com) or telephone **0800 052 0145**

## Will my gas cooker work?

If you have a gas cooker, please check during the viewing if the property has a gas supply. If it does but there is no bayonet, please contact us on **03000 030 888** and we can arrange for a bayonet to be fitted.

## How long will the viewing/sign up take?

Most viewings and sign ups are completed within an hour. However if it's the first time for you to rent a property or if you think you may need additional support and advice, we would suggest you allow at least 1 hour to 1½ hours for the viewing and sign up to take place.

## When is my rent due?

Rent is always due in advance, however we have a number of payment options for you to choose. You can pay weekly, fortnightly or monthly. You can pay your rent online, by direct debit, over the phone or at a PayPoint.

Please discuss your options with your Neighbourhood Manager and let us know which way you would like to pay. You will be given a dedicated Rent Account Manager who will be able to offer you advice or support with regards to managing your rent account.

## Housing Benefit?

If you are already claiming Housing Benefit and are familiar with the process please contact Rhondda Cynon Taf Council's Housing Benefit Section. You will need to make an appointment and you will need to take a copy of your tenancy agreement with you. You can make an appointment online: **[HousingBenefitEnquiries@rctcbc.gov.uk](mailto:HousingBenefitEnquiries@rctcbc.gov.uk)** or phone **01443 425002**. Alternatively you could download Rhondda Cynon Taf Council's Mobile App to your smartphone.

If you need any assistance making a claim, please bring a blank housing benefit application form to the viewing/sign up and the Neighbourhood Manager will help you complete the form and make an online appointment on your behalf. You can obtain a housing benefit form from any Rhondda Cynon Taf Council's One4All Centre. If you have a Housing Benefit claim number, please bring details with you.

Rhondda Cynon Taf Council  
Benefits Section  
Bronwydd House,  
Porth  
Rhondda Cynon Taf  
CF39 9DL

Email: [HousingBenefitEnquiries@rctcbc.gov.uk](mailto:HousingBenefitEnquiries@rctcbc.gov.uk)  
Tel: **01443 425002**

## Universal Credit

As Universal Credit is now live across Wales, you may be moved onto it if you are of working age, currently claim benefits and have a change in your personal circumstances (this could include a change of address). If you need to claim Universal Credit, you will need to do this online. If you require any assistance to do this, please discuss this with your Neighbourhood Manager who can advise you on what help and support is available.

To find out how Universal Credit might affect you and how you can better prepare for the changes it brings visit: **[universalcredit.wales](https://www.universalcredit.wales)**

\*Please note: every remaining benefit claimant will automatically be moved onto Universal Credit from July 2019 until December 2023.

As it is a gradual process, different areas throughout the United Kingdom will transition at different times.



## What help & support can you give me?

At Trivallis we understand that sometimes we can all need a little extra support. That's why we have a number of ways to help you get the practical support and information you need to lead a stable and secure life in your home.

We have a dedicated team who may be able to help you with setting up payment plans, making housing benefit claims, providing money saving advice and tenancy support referrals. They are also able to:

- Check you are getting all the money you are entitled to
- Save you money on your household bills
- Check if you are eligible for any grants
- Advise you how to budget your money

If you feel you would benefit from this type of support prior to your tenancy starting, please contact our Money Advice team on **01443 494560** or email **mat@trivallis.co.uk**

We also offer general tenancy support. If you would like to learn more about these services, please mention this during the viewing/sign up and your Neighbourhood Manager will make the necessary referrals for you.

These services are popular so sometimes there is a waiting list. We understand that asking for advice or support is not always easy, but we're here to help.





## Frequently Asked Questions

### **Is the target date the date I will move into my new home?**

The target date is the estimated date of when the repairs will be finished at the property. However this date can change sometimes if there is a delay getting the property ready for you. We will keep you informed of any changes and is why we advise applicants not to make any firm arrangements like organising removal vans etc. We will contact you once the property is ready to let and a sign up appointment will be arranged.

### **Will I have carpet and/or white goods?**

Although all of our properties meet Welsh Housing Quality Standards we are unable to offer carpets or white goods. We can advise you on where to buy these items. Please ask your Neighbourhood Manager for more information.

### **Will I get my keys the same day?**

Yes, if we have told you your property is ready and booked a sign up appointment you will be given the keys to your new home on the same day, providing you bring the required documents with you.



## Am I allowed to have pets?

Yes, at Trivallis we allow our customers to keep pets, however you will need consent. Your Neighbourhood Manger will explain how to apply.

If you already have pets, please mention this to the Neighbourhood Manager during the viewing. This will give you the opportunity to look at the practicalities of keeping a pet in the type of property you have been offered. This is especially important if you have been offered a flat or a property with a communal garden.

If your pets are not looked after properly and cause a nuisance we may withdraw permission for you to keep them in your home.

## When do I tell my current landlord I am leaving?

If you decide to accept our offer you will need to let your current landlord know. You may be liable for a "notice period" so we would advise you to notify your landlord as soon as you have made your decision.

Please bear in mind, if you have only been given a target date as to when the property will be ready, that may change, so it's important to explain this to your current landlord or delay giving notice until you are certain of the date you will be moving. It may be possible to apply for dual housing benefit for two tenancies for a short period of time.

## Recycling and Bin Collection

To find out when your bin collection day is, please contact RCT County Borough Council

Call: **01443 494700**

Online at: [www.rctcbc.gov.uk](http://www.rctcbc.gov.uk)



## Schools

If you need to find out about local schools or colleges please contact:

Education and Lifelong Learning  
Rhondda Cynon Taf County Borough Council  
Ty Trevithick  
Abercynon  
Mountain Ash  
CF45 4UQ  
Telephone: **01443 744000**

## Transport Information

The Welsh Government Public Transport Information Service provides time and route information about all bus, coach, rail, ferry and air services in Wales. Call: 0800 464 0000

Traveline Cymru provides times and route information about all bus, coach, rail, ferry and air service in Wales, online at:  
[www.traveline.cymru](http://www.traveline.cymru)

## GP's and Hospitals

To find out more about local health services including GP's surgeries and hospitals contact NHS Direct.

Online: [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)



## MOVING HOME CHECKLIST

Here's a handy checklist of people and companies to tell about your move. Once you've told them, it's one less thing to worry about. Then you can get on with enjoying your new home.

Gas	
Electricity	
Water	
TV licence	
Car insurance	
Bank/building society	
Employer	
School or college	
Doctor /dentist/ optician	
DVLA	
RCT Council	
Royal Mail	
Mobile phone company	

**METER READINGS**

<b>GAS</b>	
<b>ELECTRIC</b>	

**NOTES**





# PROUD TO BE HERE. Trivallis.

Tŷ Pennant, Mill Street,  
Pontypridd, CF37 2SW

**03000 030 888**

[enquiries@trivallis.co.uk](mailto:enquiries@trivallis.co.uk)

[www.trivallis.co.uk](http://www.trivallis.co.uk)

If you would like this document, or any other communications from Trivallis, in an alternative format such as large print, Braille or audio CD we would be happy to do this. Simply contact Trivallis on **03000 030 888** and ask to speak to the Business Support team or email [enquiries@trivallis.co.uk](mailto:enquiries@trivallis.co.uk) .