

My Flat

The Basic Guide



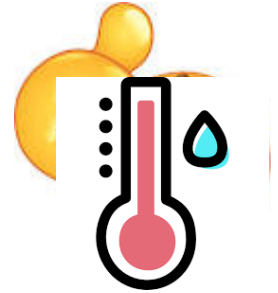
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Tenancy Entry List

Action	Tick when complete. Date when applicable
Community care grant applied and sent to the Scottish welfare fund	
Housing costs applied for on Universal Credit journal from missive date	
Universal credit and all other benefits updated with new address details	
Apply for council tax reduction and discretionary housing payments (where applicable)	
Contact energy supplier and register as a new tenant	
Turn on and test arranged with saltire identify where the stopcock is (water turn on/off), how heating works.	
Check bins and call for them to be emptied (if applicable)	
Change address with Bank, GP, Dentist, etc	

How my heating works?



Your heating is controlled by the.....

.....

Which can be found in the.....

.....

Your workers will show you how to work this. You can take some notes below.

How the hot water works?



The hot water is controlled by the (boiler)

Please be careful not to set this too high as tap water can burn.

The water to the flat can be turned off/on by the stop-cock

How intercom works



You may have an intercom in your flat. If you do have an intercom, your workers will explain to you.

Collecting letters



Your mail will be delivered by the post man, this will include any formal documents such as housing letters, social work, letters, lawyers' letters, and medical appointments. If you don't understand, then please ask your workers for support.

Putting out the rubbish



It is your responsibility to put your bins out for collection. Your bins go out the night before picking up or the morning of.

North Lanarkshire Website will give you dates/days and colour of bin to be emptied.

Living in a tower block, you will have a bin chute out on landing, this will require smaller amounts of waste so not to block chute.

You will also have larger bin store on ground floor of tower to expose of larger items.

Different coloured bins	What goes in these bins
Black	General waste
Green	Glass, metal, plastic
Blue	Paper, cardboard
Brown	Food/Garden Waste

Drying Laundry



Your workers will discuss any specific needs you may have in this area.

In Towers you may have drying areas.

The Cooker



The main on and off switch is normally on the wall to the side of the cooker.

Please make sure that this is switched off at night and when you go out.

Workers will go over how the controls and the cooker works.

The Fridge



The fridge will be plugged in and ready to use.

The freezer compartment might not be frost free and will need defrosting occasionally. If you are unsure about doing this, ask your workers for help.

The washing machines



The switch for the washing machine is normally to the side of the machine

All the cycles are numbered, pick whichever one you need, turn the dial and press the button in.

Please ensure that you use capsules.

When the cycle is finished there is a delay until the door can be open. Please be patient and if you are unsure on how things work then ask your worker for help.

Furnishing your flat



Your worker will have applied for furniture/flooring from the welfare fund, and possibly social work.

Item	Delivery Date

Cleaning



Cleaning of the flat is your responsibility. You will have to purchase the following: Hoover, mop, bucket, sweeping brush and pan and other basic cleaning materials.

Discuss a cleaning rota with your worker.

Repairs and damage



All damages and repairs must be reported to the housing repairs. If you go to the North Lanarkshire website, there is a form that you will be able to fill in.

Emergency repairs



24hr Number- 0800 678 1166

These are things that need attention right away like broken windows, burst pipes, damaged locks on doors. You must report these things right away

Urgent Repairs



These are things that will need attention within one or two days like no heating, hot water or washing machine not working. Please report these as soon as possible.

USEFUL NUMBERS YOU MAY NEED

NLC Repairs – **0800 678 1166**

Saltire – **0845 606 1555**

Benefits – **034 560 885**

Scottish Welfare Crisis Grant – **0300 555 0405**

Care Inspectorate Enquiries – **0845 6009 527**

Homeless out of hours

Emergency housing – **0800 953 2424**

Anti-Social Out of Hours – **0300 123 1382**

Social work standby

0800 1214 114

Emergency advice for care leavers

Child protection concerns

Health/Emotional well being

NHS24 – **08454 242 424 - 111** (Emergency Health)

Breathing Space – **0800 838 587** (6pm-2am)

Samaritans – **08457 909 090**(24hrs)

116 - 123

Sexual health line – **0845 6187 191**

Emergency Services

Local police offices – **101**

Police/Ambulance/Fire Brigade Emergency - **999**

Finance



Here is an example table of a budget plan. This budget plan will help you handle your money better.

<i>Income</i>	Total
<i>Benefits</i>	+£
<i>Wages</i>	+£
<i>Other</i>	+£
<i>Outgoings</i>	
<i>Gas/Electric</i>	-£
<i>Internet</i>	-£
<i>Rent</i>	-£
<i>Phone</i>	-£
<i>Council Tax</i>	-£
<i>Food</i>	-£
<i>Debt</i>	-£
<i>Other</i>	-£
<i>What is left?</i>	£

Notes



A series of horizontal dotted lines for writing notes, spanning the width of the page.

