

Welcome

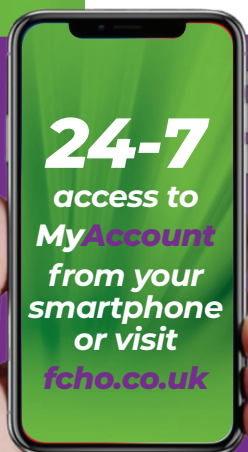
to First Choice Homes Oldham

We're really pleased that we are able to provide you with one of our homes.

We've put together this handy document outlining everything we think you might need to know when you move in.

Moving in

We'll do everything we can to make sure your move is as smooth as possible. We hope you settle in well and enjoy living in one of our homes.



Managing your tenancy online

You will have accessed your online customer portal, [MyAccount](#), to sign your tenancy agreement with us, so it should be familiar to you.

Did you know that everything you need to manage your tenancy, from viewing your documents and rent account, to reporting a repair, antisocial behaviour or giving us feedback, can also be done in [MyAccount](#) too?

We're continually updating [MyAccount](#) with new features and information about your account so **it's all in one place online to make things even easier for you** so keep checking back!

What you can expect from your new home

Here's everything you can expect from us when you move into your new home:

What your home will be like when you move in

- ✓ We inspect all homes and carry out essential repairs before you move in.
- ✓ We hope you love your new home but if you are not happy with the condition it's in, or you feel it doesn't meet the standards listed above, please **contact us** so we can make sure it does!

About your area and your Neighbourhood Coordinator

To find out more about your area and your Neighbourhood Coordinator, visit [fcho.co.uk](#)

When YOU MOVE IN

There's a few things to sort out when you move into a new property, so here are some links to information you might find useful:

Electric & Gas

Arrange for your boiler to be turned on. Once you have your supply in place, and you have credit on any prepayment meters, contact our heating engineers to have your heating turned back on:

- * If you have your own individual boiler in your property, contact the **Sure Group** on **03333 212 797**
- * If you have a shared heating system, contact **Switch 2** on **0333 321 2010**

If you wish, you can now change your supplier

Once you have registered with the existing supplier, you are free to change your electricity and gas supplies to any supplier of your choice.

We want to help you get the best energy deal by making switching your supplier easy and hassle free.

We have partnered with free and secure switching service **Energy Angels** to make comparing and switching your energy supplier as simple as possible. Simply click on the link, enter a few details and see how much you could save! Or call **Energy Angels** direct on **0161 870 0452**.

Getting your heating and water switched on to help you get comfy and cosy in your new home.

Support for you

Here at FCHO we are here to support you for as long as you need it after you move in. As well as our online reporting systems and advisors who are at the end of the phone, we have loads of information to support you over on our website which can be accessed on the links below:

- * [Rent and money matters](#)
- * [Housing advice](#)
- * [Independence Service](#)
- * [Our Community Impact team](#)
- * [Employment, training and volunteering \(Directions\)](#)
- * [Our affordable food service, The Bread & Butter Thing](#)
- * [Disability living service](#)
- * [Energy saving advice](#)
- * [Anti-social behaviour](#)

Further INFORMATION

Keeping you safe

Keeping you safe is our number one priority. Find out more about [electrical and gas safety](#) and what to do if you have a problem.

Recycling and rubbish

Our friends at Oldham Council look after your bins and there's lots of information on their website on what items to put in which bin and when your collection days will be.

[Further details on recycling and rubbish.](#)

Home Contents Insurance

While we look after the structure of your home, you need to ensure your precious items such as furniture and belongings are covered.

[Further details on our homes contents insurance.](#)

Making changes to your home

You will have received a decorating voucher when you sign up with us (unless you're in one of our new builds or have transferred from another home).

Here's some [further details](#) on how to order your paint and equipment and decorating tips.

If you want to re-decorate your home in future, please use neutral colours.

Please don't put up any fixtures such as satellite dishes, television or radio aerials without speaking to us first.

Please don't make any unauthorised alterations to your property.
Speak to us about any changes you may like to make, however small.

Need to report a repair?

It's your responsibility to keep your home in good order but we're on hand to fix things if they go wrong.

If you need to report a repair, you can do it quickly and easily through [MyAccount](#) and track its progress.

Connected to a communal boiler and need to report a heating or hot water repair?

Contact **Sure Maintenance** on **03333 212797**

[Further information on repairs.](#)

Keeping you safe

Keeping our customers safe is our number one priority, but we need you to play your part too. Make sure you're up to speed on how to keep you and your family safe in your home:

- * [Fire safety advice](#)
- * [Condensation/mould](#)
- * [Safeguarding against domestic violence and other forms of abuse](#)



Make a DIFFERENCE

Get involved

Want to make a difference or change things where you live?
Why not get involved in making your neighbourhood a great place!
There are lots of ways you can join in, check out the opportunities below:

- * [Our Stronger Communities team are here to help](#)
- * [Funding for your community group \(ROCA\)](#)
- * [Have your say in our Customer Voice Panel](#)
- * [Become a Neighbourhood Champion](#)

Not happy?

We want you to love living with us but if you believe our service really hasn't been up to standard and you wish to make a formal complaint, you can contact us in one of the following ways:

- * Online – by [filling in a complaint form](#)
- * By phone – 0161 393 7117 - lines are open from 9am to 5pm, Monday to Friday
- * By post – FCHO Tellus, First Place, 22 Union Street, Oldham, OL1 1BE
- * In person – First Place, 22 Union Street, Oldham, OL1 1BE, current opening hours can be found on the website
- * By email – tellus@fcho.co.uk
- * By social media - direct message on Facebook, Twitter or Instagram

Further information on our complaints policy can be found at
www.fcho.co.uk/complaints

Any
Questions?...
Visit Cleo at fcho.co.uk

