

Thoughts for BHCC 15 day visit check list:

Visiting officer could carry with him various leaflets to give tenants based on needs:

- Where and how to get furniture and white goods
- Applying to Local Discretionary Fund (if still exists) for emergency help

The following list is based on common enquiries that Seaside regularly take from new tenants.

CHECK LIST:

- All contact details remain correct and collect any additional information they may not have already provided (ie: email)
- Do they have the necessary contact details for: - *point out Seaside card in welcome pack*
 - Repairs
 - Credit Control
 - Housing Officer name and contact details
 - ASB
- Rent and service charges:
 - How to contact credit control to get rent account details so that they can set up their account on BHCC website and make online payments
 - Confirm they have provided UC with all the necessary details for rent payments?
- Has the tenant managed to set up all utilities and notified providers they have moved in:
 - Gas
 - Electricity
 - Water
 - Council Tax

IF gas or electricity not on, provide assistance to set up accounts, get new key, put on credit and contact PHJ to book gas appt

- Any repairs that need to be reported? (that they haven't done so already)
- Do they require any assistance getting furniture or white goods? Signpost
- Carers/support team are in place where needed.
- Any referrals that need to be done?
- How to apply for parking if applicable at council blocks (ie: the bird blocks)
- Does the tenant have any pets at the property? If yes, take note of pets (type and number) and confirm that they have the necessary permission from TAcc?

Following visit, scan check list form and email over to Seaside