



Your guide to furniture package



Advertisement



DIRECT
D e b i t

Rent payments made easy...

- No cheques to write
- No paperwork or postage
- No queuing

Payments are made for you, by your Bank or Building Society. You simply complete and sign a Direct Debit authorisation then send it back to us and we take care of the rest.

**Take the hassle out of paying your rent.
Sign up for Direct Debits today...**



**Ring the Rents Hotline
on 01670 542121
for more information.**



Introduction

This leaflet explains our furnished tenancy scheme, which we run in partnership with the Newcastle Furniture Service.

Providing services fairly

We aim to ensure that our customers can use our services regardless of age, race, sex, disability, religion or sexuality.

We do this by ensuring our staff are trained to understand the different needs of customers and by monitoring our services to make sure they are provided fairly to everyone.

Our staff will:

- help you fill in forms
- provide an interpretation service if your first language is not English
- give you information, on request, in different languages or in different formats such as large print, Braille, CD or audio tape
- use plain English
- take account of any special needs you may have
- provide you with support if you need it
- welcome calls using Typetalk
- arrange for you to speak to or be visited by a member of staff of the same sex as you, if you wish
- provide induction-loop systems
- visit you at home if you can't get to our office
- provide you with a sign-language service.



What is the furnished tenancy service?

We can supply furniture to help you set up your home. There is a weekly charge for the furniture, which we add to your rent. If you get housing benefit, it may meet the cost for you. Please contact us for more details of the service and charges. A furniture package is also available for existing tenants in certain circumstances. Please contact us for more details.

How does the service work?

We ask you to sign an agreement for the furniture you want. We will then arrange to deliver the furniture to your home.

Can I choose the furniture I want?

Yes, you choose the things you want from a range of furnishings and white goods (fridges etc). We will show you what is available and explain the costs. The amount you pay depends on what you choose.

Will I get new furniture?

Not all the furniture is brand new but it is all in excellent condition.

Can I buy the furniture?

The furniture belongs to Your Homes Newcastle and they cannot sell it to you.

How do I return the furniture when I no longer need it?

All you do is tell us you would like to end your agreement and we will arrange to collect the furniture.

What if the furniture becomes faulty, is worn or needs replacing?

You should contact Homes For Northumberland if you have a problem with any furniture you have been given. We will arrange an appointment for someone to call and check and, if necessary, repair or replace it.

Can I take the furniture with me if I move home?

If you transfer to another of our homes, you must tell us if you would like to take the furniture with you. We will contact Your Homes Newcastle so that they can change their records. You may only take the furniture with you if you move to another Homes For Northumberland property.



Can I have furniture from the scheme again the future?

You can have furniture again, as long as you returned in good condition all the furniture you borrowed.

What happens if the furniture is damaged or stolen?

If items are damaged or stolen, you are responsible for the costs of replacement. You must have household insurance to cover you in case of accidental damage or theft. We can give you details of our own low-cost insurance scheme, which allows you to pay by instalments.

Your furnished tenancy service - our promise to you

We are committed to providing you with excellent services. These are the standards of service all our customers can expect us to meet.

We will regularly review and publicise our performance against these standards to make sure that we continue to provide a high level of service to our customers.

Your guide to furniture package

We will take action to improve our services where we do not meet these standards.

We have agreed the following service standards with our customers:

We will:

- deliver your furniture on a convenient day within 5 working days
- offer you a morning or afternoon appointment for delivery or collection
- assemble any items that need it
- make sure your cooker and any electrical appliances are in good working order and are fitted safely
- replace any item of furniture that need changing due to wear and tear within 5 working days of you telling us about it
- repair or replace any faulty electrical appliance we have supplied to you within 2 working days of you telling us about it
- collect furniture within 5 working days of you asking us to.

Spending money wisely

We aim to get the most out of the money we have available.

You can help us by:

- having adequate home contents insurance
- looking after the furniture we provide to you
- paying for the service on time
- keeping any appointment we make with you.

Improving our service

We will always try to provide the best services that we can so we make sure we learn from any complaints and compliments.

If you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. Our complaint leaflet explains how to complain.

We also welcome your comments and suggestions and regularly ask for your views on our services.

For more information, please contact us at:



Homes For Northumberland
Civic Centre
Renwick Road
Blyth
Northumberland
NE24 2BX



Phone: 01670 542430 (Blyth Office)



Phone: 0800 0461 431 (Alnwick Office)



RNID Typetalk service –
prefix numbers with 18001



Text: 07950 080908



Fax: 01670 542420 (Blyth Office)



Fax: 01665 510352 (Alnwick Office)



Email: repairs@hfn.uk.com



www.hfn.uk.com

Visit any Northumberland County Council Information Centres:

- Avenue Road, Seaton Delaval
- Keel Row Centre, Blyth
- Forum Way, Cramlington
- Greenwell Lane, Alnwick
- The Fourways Centre, Amble.

Other useful contacts

- Newcastle Furniture Service
Your Homes Newcastle
Unit 1, Walker Riverside
Wincomblee Road
Walker
Newcastle upon Tyne
NE6 3PF

Phone: 0191 278 1888

Fax: 0191 278 1884

Minicom: 0191 278 7727

Email: furniture.service@yhn.org.uk

We can provide this information in alternative formats and languages. If you would like information in another format or language, please contact one of our offices.

Arabic

يمكننا تقديم هذه المعلومات بتنسيقات ولغات أخرى. إذا كنت ترغب في الحصول على هذه المعلومات بتنسيق أو لغة أخرى، برجاء الاتصال بمكاتبنا

Bengali

আমরা এই তথ্য বিকল্প ফরম্যাট ও ভাষায় প্রদান করতে পারি। আপনি যদি এই তথ্য বিকল্প ফরম্যাট বা ভাষায় পেতে চান, তাহলে অনুগ্রহ করে আমাদের যে কোনো একটি অফিসে যোগাযোগ করুন

Chinese (simplified)

我们可以提供此资料的其它格式和语言版本。如果您希望获取其它格式或语言版本，请与我们的任一办事处联系。

Chinese (traditional)

我們備有此資訊的其它格式和語言版本。若您需要其它格式或語言版本，請聯絡我們的辦事處。

Hindi

हम यह जानकारी वैकल्पिक फॉर्मेटों और भाषाओं में मुहैया करा सकते हैं। अगर आप अन्य फॉर्मेट या भाषा में जानकारी चाहते हैं तो कृपया हमारे कार्यालयों में से किसी एक में संपर्क करें

Polish

Możemy udostępnić Państwu te informacje na różnych nośnikach i w różnych językach. Gdyby chcieli Państwo otrzymać informacje na innym nośniku lub w innym języku prosimy skontaktować się z jednym z naszych biur.

Portuguese

Podemos disponibilizar esta informação em formatos e línguas alternativas. Se gostasse de receber informação noutro formato ou língua, por favor contacte um dos nossos escritórios

Punjabi

ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਬਦਲਵੇਂ ਫਾਰਮੈਟਾਂ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਜਾਂ ਭਾਸ਼ਾ ਵਿਚ ਪਸੰਦ ਕਰੋਗੇ, ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫਤਰਾਂ ਵਿਚੋਂ ਇਕ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Slovak

Môžeme poskytnúť tieto informácie v ďalších formátoch a jazykoch. Ak budete chcieť informácie v iných formátoch a jazykoch, prosím, kontaktujte jednu z našich kancelárií.

Turkish

Bu bilgileri başka formatlarda ve dillerde sağlayabilmekteyiz. Bilgiyi başka bir formatta veya dilde almak isterseniz, lütfen ofislerimizden biriyle irtibat kurunuz.

Urdu

ہم یہ معلومات متبادل شکلوں اور زبانوں میں فراہم کر سکتے ہیں۔ اگر آپ کو یہ معلومات کسی دیگر شکل یا زبان میں مطلوب ہو تو، براہ کرم ہمارے کسی دفتر سے رابطہ کریں



In partnership with Northumberland County Council.

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