

Furniture package



NORTHUMBERLAND

Northumberland County Council

**Homes**
FOR NORTHUMBERLAND



Furniture Package

Introduction

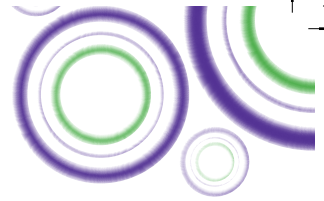
This leaflet explains our furnished tenancy scheme which we run in partnership with the Newcastle Furniture Service.

We can supply furniture to help you set up your home. There is a weekly charge for this which we add to your rent. If you receive Housing Benefit it may meet the cost of this service for you.

A furniture package is also available for existing tenants in certain circumstances and you should contact us for more details of this.

How does the service work?

We offer the items listed on page 3 and you choose the things you want from this range of furnishings and white goods. We will explain the costs to you in further detail, this depends upon what furniture you choose.



Furniture Package List of Options

Item Description	Item Description
Electric Cooker	Fridge Freezer
Under bench fridge with freezer box	Washing Machine
Condenser dryer	Vacuum Cleaner
Microwave	Deep fat fryer
Steam Iron and Ironing Board	Kitchen pack
2 Seater sofa (brown leatherette)	Easy chair (brown leatherette)
2 Seater sofa (fabric)	Easy chair (fabric)
Rug (182cm x 265cm)	Dining Table
Dining Chair (each)	Coffee Table
Wardrobe	Chest of Drawers
Single profile bed	Single divan bed
Single bedding set	Double divan bed
Double bedding set	Bunk beds (including mattresses)
Cot (including mattress and bedding)	Towel set





What happens next?

We ask you to sign an agreement for the furniture you desire. Newcastle Furniture Service will then arrange to deliver the items to your home on an agreed date.

It is important that you check the condition and that all of the items listed have been delivered.

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 Newcastle Furniture Service and they cannot sell it to you.

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

You should contact Northumberland County Council if you have a problem with any of the furniture receive. We will arrange an appointment for someone to call and check and if necessary repair or replace it.

What happens if my Housing Benefit entitlement changes?

If your Housing Benefit eligibility changes or stops at any time during the tenancy you may be liable for the full service charge. Should this occur please contact us immediately to ensure that we can give you details of how this will affect your rent payments.

Can I request further packages in the future?

You can receive another package as long as you return the previous furniture in good condition.

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

You may only take the furniture with you if you move to another Homes for Northumberland property.

If you choose to do this you must tell us if you wish to take the furniture with you and we will amend our records accordingly.

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

To do this you simply need to tell us you would like to end your agreement and we will arrange for Newcastle Furniture Service to collect the items.

What happens if the furniture is damaged or stolen?

If items are damaged or stolen you are responsible. It is therefore advisable for you to take out household contents insurance to cover these events. We can give you details of our own low cost insurance which allows you to pay in instalments.

Details of the service are:-

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.
- » Make sure that your cooker and any electrical items are in good working order and are fitted safely.
- » Replace any item of furniture that needs changing due to wear and tear within 5 working days of you informing us.
- » Repair or replace any faulty electrical appliances we have supplied to you within 2 working days of you informing us.
- » We will collect furniture within 7 working days of you writing to terminate the agreement.



Important Information

You should:-

- » Have adequate home contents insurance.
- » Look after the furniture.
- » It is important for you to pay your rent which includes this service.
- » It is important you keep any appointment we make with you.
- » It is important that you do not leave any items outside of your home whilst awaiting collection as these remain your responsibility until we have confirmed receipt of the goods.

**For more information, call 01670 542424
or visit www.northumberland.gov.uk**



Please contact our Customer Services Centre if you would like to receive this information in another language or format, for example Braille or audio.

URDU	اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ، مثال کے طور پر بریل یا آڈیو، میں چاہتے ہیں تو برائے مہربانی ہمارے کسٹمر سروسز سینٹر سے رابطہ کریں۔
BENGALI	আপনি যদি এই তথ্যাবলী অন্য ভাষাতে বা অন্য রূপে যেমন ব্রেইলে বা অডিওতে পেতে চান, অনুগ্রহ করে, আমাদের কাস্টোমার সার্ভিসেস সেন্টারে যোগাযোগ করুন।
CANTONESE	如果您想要本資訊的另一種語言版本或其他格式（如：盲文或音訊），請與我們的客戶服務中心聯絡。
MANDARIN	如果您需要本信息的其它語言版本或其它格式（例如：盲文或音頻文件），請联系我们的客服中心。
POLISH	Prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Services Centre), jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innej formie, na przykład w alfabecie Braille'a lub w formie nagrania dźwiękowego.
PUNJABI	ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



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Homes for Northumberland is
Northumberland County Council's Housing Management Service

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