

TORFAEN
COUNTY
BOROUGH



BWRDEISTREF
SIROL
TORFAEN

Settling into your new home



Information and advice on settling
into your own accommodation

Moving in checklist

If you need help to move items to your new home, you can find a removals company or someone who has a van. Cash in hand work may not come with insurance of your items.

Set up:

- Electricity
- Water
- Broadband
- Take gas, electric and water meter readings as soon as you move in
- Purchase a TV license if needed
- Gas
- Telephone

Mail can be redirected using Royal Mail if required.

Inform people about your change of address including:

- GP surgery
- Dentist
- DVLA (Driving license)
- Education
- Bank
- Electoral Register
- Employment/ Job Centre

Contact your local council to set up or change **Council Tax payments** (you may be entitled to a discounted Council Tax bill if you're a single person, care leaver, student, carer). Also, add your new household to the **electoral register**.

Set up **contents insurance** or check if your housing provider offers insurance.

Locate the **stop taps, fuse box** and **trip switch** in your property.

Check your local council's website to find out when your **waste and recycling bins** are collected.

Take photos of the property, including any damages, so you have evidence of the property condition as soon as you move in.

Keep a copy of your **housing contract/tenancy agreement**.

Housing support

You are expected to return the property back to the landlord the same way you found it. Maintaining a clean home, changing light bulbs and fuses are your responsibility.

Your landlord is responsible for the bulk of the repairs, and you should keep them informed if a repair is needed.

Your landlord can support you if you're experiencing problems with your tenancy, like:

falling behind on rent payments

repairs; including out of hours emergency repairs

experiencing antisocial behaviour

If you need housing advice and support, you can refer yourself to a housing related support service, who can help you:

maintain your tenancy

manage rent/bill payments

financial support and help claiming benefits

apply for household items

live independently + lots more!

Scan the QR code for more information!



Energy saving advice

Saving energy can help lower your bills, save money, and reduce your carbon footprint. Here's some quick tips to help save energy in your home:



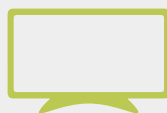
Do fewer washing loads; try washing your clothes on a colder setting, like 30°C.

Avoid using tumble dryers regularly as they're expensive to run. Dry clothes on an airer in a room with an open window.



An air fryer is cheaper to run than an oven as the cooking time is quicker.

Don't overfill your kettle and only boil as much water as you need.



Switch off devices at the plug instead of leaving them on standby.

Spend less time in the shower; cutting a minute off your shower could save £40 a year on energy bills.



Turn off your lights when you're not using them or leaving the room. This can save £14 a year on energy bills.

Keep heat in by keeping your doors closed and use draught excluders where needed.



Radiators not heating properly?

You need to bleed radiators regularly to remove any trapped air inside. www.Wickes.co.uk

Scan the QR Code for more information!



Damp and mould prevention tips

Mould can be a common problem in a house caused by moist and unventilated air circulation. Exposure to mould can cause health risks so it's essential that you take steps to prevent it building up in your property. Follow these tips:

Close the **bathroom and kitchen door when bathing or cooking**; keep a window open during and after to let condensation out.

Turn on an **extractor fan** in the bathroom and kitchen when bathing and cooking.

Avoid placing furniture directly against walls.

Wipe water off surfaces and tiles after use in the bathroom.

Avoid drying clothes directly on radiators, use a **clothes airer** in a well-ventilated room.

Open windows for 15 minutes each morning and wipe off condensation from windows regularly.

Heat your home efficiently during colder months.

Open **curtains/blinds** daily.

Landlords have a responsibility to ensure your home is safe and in good repair, so let your landlord know if you have mould in your property.

Food shop hacks

Moving into your first home may mean that you're cooking more. Use this advice to save money on your food shop.

The average person spends over **£600 per year on takeaways!** Learn to cook from scratch to save money. **Here's how to save money on your food shopping:**

- Plan your meals for the week by creating a weekly shopping list.
- Buy basic ingredients from the supermarket to prepare meals in bulk and use your leftovers on days where you're too busy to cook.
- Shop around; look for yellow-ticketed discounted items and buy own-branded goods to save money on your food shop. Join supermarket's loyalty schemes which offer promotions.



Scan the QR code for food recipe ideas:

Recipes for beginners - BBC Food



Food waste costs you money and has a big impact on the environment.

8 meals could be saved a week if we stopped binning our food at home, so make the most of your food. If you do bin it, put it in your food waste caddy.

Financial advice

Living in your own home can be expensive. It's important to budget your outgoings and keep on top of your finances.

- Keep up to date with bill and rent payments. If you're unable to pay a bill on time, contact the company or landlord straight away for support.
- Track your budget so that you can afford your rent, bills, and other outgoings like groceries.
- Purchase home furnishings from affordable places like second-hand shops.
- Be cautious when paying for items using credit cards or Buy Now, Pay Later schemes, as they can charge a fee for missing a payment.

Pay priority bills first:

- ✓ Rent ✓ Council tax
- ✓ Gas and energy

- Universal Credit Housing Allowance is a means-tested benefit to help people pay their rent. Check the Torfaen Council website to see if you're eligible.
- If eligible, you can apply to the Welsh Government's Discretionary Assistance Fund (DAF) to pay for white goods and furniture. A support worker can help you apply, look at the Housing Support page to refer yourself to a service.
- Welsh Water's HelpU tariff helps low income households by putting a cap on their water bill. Check if you're eligible on dwrcymru.com

Wellbeing

Moving into your own house can be stressful, you should take time to look after your wellbeing. If you're not feeling yourself, speak to your peers and seek support.

Here's some resources that can offer support if you are struggling with your mental health:

C.A.L.L Mental Health Helpline

Freephone 0800 132 737 or
Text 81066.

Hopeline247

Freephone 0800 068 4141 if you are having thoughts of suicide or concerned for a young person.

Mind

www.mind.org.uk

Meic Cymru

Helpline service for young people that provides advice and support on various issues.
www.meiccymru.org

NHS 111

Press 2 for urgent mental health support.

Samaritans

Call 116 123 to talk about any concerns, worries and troubles you are going through.

SilverCloud

Free online Cognitive Behavioural Therapy (CBT) courses to help with anxiety and depression.
<https://hacw.silvercloudhealth.com/signup>

Young Minds

www.youngminds.org.uk

Useful resources

Circulate Furniture Recycling

Sells affordable furniture.

Citizens Advice

Free confidential advice online, over the phone and in person.
www.citizensadvice.org.uk/wales

Eastern Valley Foodbank

easternvalley.foodbank.org.uk

Garnsychan Partnership

Free feminine hygiene products, affordable food shop, employability support.
01495 774453.

Llamau

Support for young people.
www.llamau.org.uk

Money Helper

Free, confidential financial help.
www.moneyhelper.org.uk/en

MoneySavingExpert

Financial advice.
www.moneysavingexpert.com

Shelter Cymru

Housing advice.
www.sheltercymru.org.uk

Trac2

Supports residents who are in crisis by providing basic household items, foodbank vouchers. 01495 764078.

Welsh Government

Tenant's rights.
www.gov.wales/housing-law-changed-renting-homes

My important information

Landlord

Housing Manager
(Social housing only)

Housing repairs number

My utility company's
contact details

My gas account number

My electric account number

Other useful numbers
and information