

Address:	Unit:
Check-in Date:	Check-in Time:
Council Ref:	
Service-User1 Name:	
Service-User2 Name:	
Service-User Contact:	



Dear Service-User, Welcome to your new home. Some strict Do's and Don'ts to ensure a comfortable home for everyone;

DON'Ts

- NO Cooking in the room including NO apparatus capable of being used to cook food or reheat food of any kind, not even a toaster or sandwich-maker
- NO Smoking, Alcohol or Drugs
- NO Anti-Social Behaviour or Overnight Guests
- NO Willful Damage/Neglect/Misuse/Abuse
- NO Nails/Hooks/Pictures/Paintings on the walls
- NO Blue Tack or Stickers
- NO Pets
- NO visitors after 10:00pm
- NO use of candles

DO's

- Be considerate to the neighbours
- Place all rubbish in the bins provided
- Do report repair or maintenance issues.
- **YOU ARE RESPONSIBLE FOR YOUR COUNCIL TAX - ON RECEIPT OF BILL PAY YOUR COUNCIL TAX**

During office hours (9:30am–6:30pm): 020 8882 8372

EMERGENCIES

- In case of a fire, please follow these simple rules:
 - Do not attempt to fight the fire
 - Get on your hand and knees and crawl under the built up smoke
 - Do not stop to collect personal belongings
 - Leave the property by the nearest safe exit
 - Call the emergency services on 999
- If you smell gas or suspect a gas leak call 0800 111 999
- Only for URGENT/SERIOUS/EMERGENCY repair please call (out of office hours & weekends): 07583 402 490

NOTICE of WEEKLY VISITS:

In order to ensure your wellbeing we are required to visit your accommodation at least once a week. Our 'Housing Officer' will knock on the door and request entry if you are present. In your absence he/she will make a brief visit to ensure all is well and there are no issues.

PROPERTY REGISTER:

Please ensure your register is signed up to date and kept on the clipboard for the 'Housing Officer' to collect at the end of each month.

I the undersigned hereby confirm I have read, understood and accepted the above and terms & conditions within the "Welcome Pack"

Signed _____ Date _____