

## Before you move in



Friendship want you to enjoy your new home, so we make sure it is in good condition when you move in. Where necessary we do repair work to make it safe, secure, weatherproof and clean.

Occasionally we may need to do more work after you move in so we do not delay your move. We will agree this with you before you move in.

These are our promises before you move in.

### We will ALWAYS

- ✓ ensure your new home is fit to live in
- ✓ offer you a home that is safe, secure and weatherproof
- ✓ remove alterations made by a previous customer if they are unsafe or unsuitable
- ✓ test electrical, gas and alarm fittings to ensure they are working safely. We will give you up-to-date safety certificates.
- ✓ change the main door locks
- ✓ make sure your home and garden is tidy and free of rubbish and offensive graffiti
- ✓ clean your kitchen and bathroom

### We will NEVER

- ✗ ask you to move in to a home that has rising damp
- ✗ ask you to move in to a home that has no heating
- ✗ leave any hazards such as broken glass

# How to contact us



## General enquiries

**0300 123 1745**

**0300 numbers** are cheaper to call, even calls from mobiles.  
**0300 numbers** are only available to public sector, not for profit or charitable organisations.



## Repairs hotline

**0800 279 2101**



## Text

**60066** (start your text with fch)



## Fax

**0121 236 9953**



## E-mail

[friendship@longhurst-group.org.uk](mailto:friendship@longhurst-group.org.uk)



## West Midlands

50 Newhall Hill,  
Birmingham B1 3JN

## East Midlands

5 The Triangle, Enterprise Way,  
Nottingham NG2 1AE

## For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شيوازيكى تر، تڪايه پەيوەندىيمان پتوھ بکە

विसे ही ठेर ब्राह्म नानं तुप लष्टी विरपा वरवे साडे ढाल संपतव वटे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے برائے مہربانی ہم سے رابطہ کیجیے