

# Before you move in

Friendship helps people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

We 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 don't 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 tenant 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

Our promises to you

# How to contact us...

## *West Midlands*

**50 Newhall Hill,  
Birmingham  
B1 3JN**

### *Telephone*

**0121 506 2800**

### *Fax*

**0121 236 9953**

## *East Midlands*

**5 The Triangle,  
Enterprise Way,  
Nottingham  
NG2 1AE**

### *Telephone*

**0845 608 8110**

### *Fax*

**0115 986 0050**

## *Internet*

**enquiries@fch.org.uk**

**www.fch.org.uk**

## *Repairs hotline*

**0800 279 2101**

**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 شئووزىكى تر ، تڪايه پەيوەندىيمان يېتۈە بگە  
ويسە ھى ھەر ۋاقتتا ساڭا تۇپ لىغىي ۋىتەرپا ۋىتەرە ساڭا ئال سۇپتەر ۋىتەر

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  
كسى دىگىزبان يا شكل كے ليے برائے مہربانى ہم سے رابطہ كيجيے

*Our promises to you*