



furnished
tenancy
scheme

Cestria Community Housing Association is working in partnership with Newcastle Furniture Service which is part of Your Homes Newcastle.

What is the Furnished Tenancy Scheme?

This service can be offered to any new tenant in order to help them set up their first home. There is a weekly charge for the furniture which will be added to your rent account. If you are in receipt of benefits or a low income then the cost may be paid by Housing Benefit. This scheme has proved to be popular as it enables tenants to set up a comfortable home without having to worry about the high initial outlay.

How does the Service work?

When you view a property, wish to accept the tenancy and are setting up your first home, you will be given the opportunity to rent a furniture package. You will choose all the items which you require and the charge will be shown on your tenancy agreement. We will agree a convenient date for the items to be delivered to your new home. The furniture is supplied by Your Homes Newcastle and the level of service you can expect is explained in this leaflet.

What can I expect from the Service?

Your Homes Newcastle – Service Standards

- Delivery of your furniture on a day we agree with you.
- Offer you a morning or afternoon appointment when we deliver or collect your furniture.
- When we deliver your furniture we will give you a list of all the items in your furniture package.
- When we deliver your furniture we will assemble any items that need it.
- Make sure that your cooker is fitted safely.
- Make sure that any electrical items we give you are in good working order and fitted safely.
- Replace any items of furniture that need changing due to wear and tear.

- When we collect your furniture we will take apart any items that need it.
- Deliver furniture to you within five working days of your request - we aim to do this with 93% of all deliveries.
- Collect furniture within 5 working days of you asking us to - we aim to do this with 93% of all collections.
- Repair or replace any faulty cookers we have supplied to you within two working days of you telling us about it.

Frequently asked Questions and Answers

• What information do I need to give?

We will only supply your name and address to Your Homes Newcastle. All information provided is kept confidential and is covered by the Data Protection Act 1998.

• Can I choose the furniture I want?

Yes, we will advise you what is available and explain how the cost is calculated. The charge will depend on what you choose.

• Will I get new furniture?

Not all furniture is brand new but you will find that it is all in excellent condition.

• Can I buy the furniture?

The furniture belongs to Your Homes Newcastle and they cannot sell it to you.

• What happens if any of my furniture develops a fault or is worn and needs to be replaced?

You must contact us to report any problems with the furniture supplied to you. We will then contact Your Homes Newcastle who will inspect the item and, if necessary, repair or replace it.

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

You must tell us that you wish to end the agreement. We will then arrange a convenient date for the furniture to be collected by Your Homes Newcastle. If you are ending your tenancy, it is important that you contact us as early as possible to enable us to make arrangements for the furniture to be collected before you leave the property.



- **Can I return part of the furniture package?**

Yes, you can return part of the package at any time. You must contact us so we can arrange a convenient appointment for the collection. We may also need to re-calculate the charge for the furniture package.

- **Can I take the furniture with me when I move home?**

If you are transferring to another tenancy with Cestria Community Housing you must tell us if you want to take the furniture with you. We will then update our records and contact Your Homes Newcastle so they can amend their records.

If you are not transferring to another tenancy with Cestria Community Housing you cannot take the furniture with you. You must contact us as early as possible so we can arrange for the furniture to be collected before you leave the property.

- **What happens if the furniture is damaged or stolen?**

You are responsible for the cost of replacing or repairing any items. It is therefore advisable that you have contents insurance to cover any costs.

We are committed to providing fair opportunity to access information.

If you would like information in another language or format, please call us on Freephone 0800 587 0001.

Also available in:



Visual impairment formats



www.cestria.org