



## Support through moving home

All Home Group customers moving into a temporary or new home or will be contacted in plenty of time to help with the practicalities of moving. This includes organising the removals; boxes, tape and bubble wrap are delivered to you a month in advance of your move date. Our removal contractors will visit you at your home to carry out a survey to understand how big or small your move will be.

Additional assistance will be provided to vulnerable, less able or elderly customers. We can provide support with packing / re-establishing care packages / installation of life line alarms at the new property, and we will plan all aspects of your move well in advance, to make the whole process as smooth process as possible

### On the day of your move

Contractors are booked on for the disconnection and reconnection of white goods. We will ensure all your appliances are ready for you in your new home! This includes gas and or electric cooker, washing machine, fridge and freezer, dishwasher and tumble dryers.

### Other moving costs

All customers will also receive a disturbance payments which are other costs associated with moving. These include:

- Redirection of mail (up to six months for each member of the household)
- Telephone reconnection (where there is a reconnection charge by the service provider)
- Sky/cable reconnection (where there is a reconnection charge by the service provider)
- Reimbursement for one day off work (if the main tenant is unable to take time off work on the moving day).
- Removal costs (paid directly to the removal contractor including supply of boxes, bubble wrap and tape)
- Disconnection and reconnection of white good appliances from your existing home into your new or temporary home, which include; gas or electric cooker / fridge and freezer / washing machine / dishwasher / tumble dryer.