



A guide to moving home

AVOIDING RECHARGES



OceAn
HOUSING
at the heart of the community

Moving home check list

This is to help you remember
who you have contacted



Services / Utilities

Telephone	Tick	Date
Post office	Tick	Date
TV licensing	Tick	Date
TV/video rental	Tick	Date
Water	Tick	Date

Gas	Tick	Date
Electricity	Tick	Date
Cable / Satellite	Tick	Date
Internet provider	Tick	Date
	Tick	Date

Meter readings - To be done on the day you leave

Electricity High and low if applicable Water Gas

Financial

Banks	Tick	Date
Building societies	Tick	Date
Credit cards	Tick	Date
Inland revenue	Tick	Date
National savings	Tick	Date
Premium bonds	Tick	Date

Pension	Tick	Date
Employer	Tick	Date
Insurance	Tick	Date
Council tax	Tick	Date
Social security	Tick	Date
Solicitor	Tick	Date

Health

Doctor	Tick	Date
Dentist	Tick	Date

Optician	Tick	Date
	Tick	Date

Motoring

DVLA	Tick	Date
Breakdown	Tick	Date

Vehicle registration	Tick	Date
Vehicle insurance	Tick	Date

Others

Friends & relatives	Tick	Date
Subscriptions	Tick	Date
Milk delivery	Tick	Date
Newsagent	Tick	Date

Sports club	Tick	Date
Library	Tick	Date
Schools / Colleges	Tick	Date
	Tick	Date

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ensure your property is left in a clean and satisfactory condition to avoid recharges

This leaflet is intended to offer advice and information to help you move. It includes a checklist to ensure that all relevant agencies and service providers are properly informed of your impending move. Most importantly, it offers advice as to how you can ensure that your property is left in a clean and satisfactory condition and so avoid the possibility of incurring recharges.

Avoiding recharges

When you move out of your property, it is important that you leave it in a clean and satisfactory condition. If you do not, Ocean will recharge you for the cost of bringing the property back to an acceptable standard for re-letting.

Now you have given your 4 weeks notice, Ocean will contact you to carry an inspection of your property. This inspection is intended to highlight any works or repairs that you may need to carry out before you leave, so as to avoid any possible recharges.



Remove all your belongings and furniture

All belongings, furniture and any rubbish must be removed from the property, including anything stored in the loft or outhouses.

Potential disposal cost £80 - £160

Walls & ceilings

Strong colours on walls or ceilings are not normally acceptable. You may be asked to paint over them in a more neutral colour i.e. white or magnolia.

Any wallpaper which is torn or damaged must be removed and the walls made ready for redecoration. Feature wallpapers and decoration may be discussed at your inspection.

Potential redecoration costs

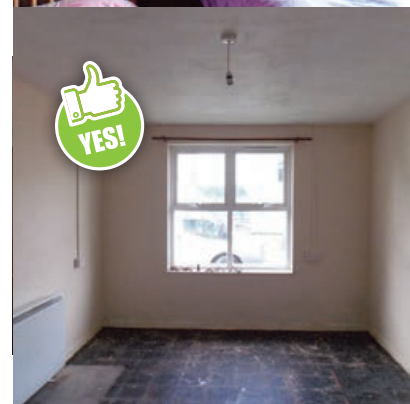
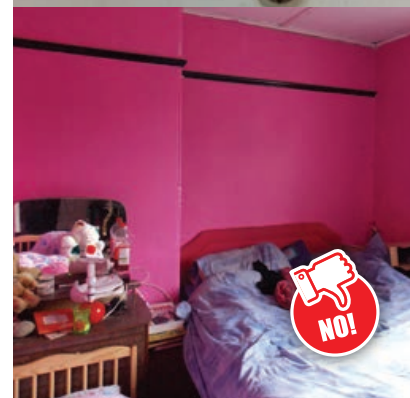
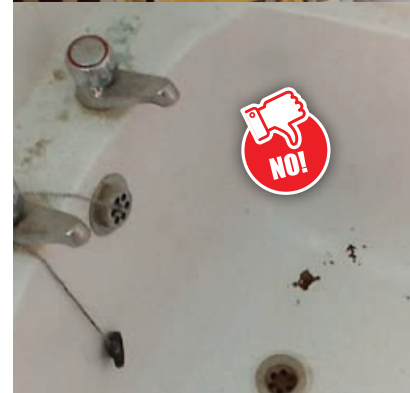
Paintwork £125 - £345 per room

Wallpaper £14 per square metre or up to £560 per average room

Floor coverings and curtains

Carpets or curtains which are badly worn or stained must be removed from the property. Linoleum and wooden floors must be intact and not causing a trip hazard. If they are in a good condition you may be able to leave them. Again this can be discussed at your inspection.

Potential recharge cost £80



Doors and windows

All internal and external doors and windows must be present, intact and in good workable condition. If any doors or windows have been deliberately damaged you will be recharged for their repair or replacement. If any have suffered wear and tear damage over the years, make sure you report them for repair before you leave.

Potential replacement cost
£160 - £561 per door

Cleaning

The most common type of recharge is for cleaning a property. To avoid this it is a good idea, once you have removed all your furniture and belongings, to go back to the

property and clean each room thoroughly from top to bottom. Ledges and skirting boards always collect dust so make sure you wipe them down. Give carpets a good Hoover if it has been agreed that they are staying in the property.

Potential cleaning cost
£148 - £234

Gardens and sheds

You should remove any non-garden refuse from your garden – e.g. old furniture / building rubbish / car parts etc – and make sure your grass is cut and hedges trimmed.

Potential recharge cost
£160 - £226
plus labour costs.



If you have any concerns about leaving your home, please wait until your inspection and discuss them with us. We will try to help you overcome any problems you may face and help you leave your property in the best condition possible.



Charities in the local area

If you no longer have use for some items, including furniture and they are in good condition, you could consider donating them to charity.



Cornwall Hospice Care
Daniels Lane Holmbush
St Austell
PL25 3HS
01726 66868



Cornwall Air Ambulance Trust
Trevithick Downs
Newquay
TR8 4DY
01637 889926



British Heart Foundation
Please call their Retail Customer Services
Team to find out where your nearest
shop is located.
0800 138 6556



Bodmin Resource Centre
Bodmin Business Park
Launceston Road
Bodmin PL31 2RJ
01208 269296

Please be aware that charities will require notice if you want them to collect and they can only accept items of furniture that meet the current furniture and furnishings fire & safety regulations.

Gas & electric suppliers

It's important to let your gas and electricity suppliers know you are leaving and ensure they have your new address in case they need to pay back any overcharges.



SOUTHERN ELECTRIC

Pay as you go **0800 980 2481**

Quarterly bills **0800 107 9639**



EDF

Pay as you go **0800 015 1733**

Quarterly bills **0800 056 7777**



EON

Pay as you go **0345 303 3040**

Quarterly bills **0333 202 4643**



BRITISH GAS

Pay as you go **0800 048 0303**

Quarterly bills **0800 048 0202**



SCOTTISH POWER

Both payment types

Landlines **0800 027 0404**

Mobiles **0345 270 0700**



N POWER

Both payment types

Landlines **0800 316 8558**

Mobiles **0330 100 8658**



If your company is not listed above you will find their contact details on any correspondence they have sent to you. Please remember that you will need your customer account number with you when you make the call.



for bulky items contact
Cornwall Council on
0300 1234 141 or
www.cornwall.gov.uk
and search for Bulky
Waste Collection



Household waste and recycling centres

All are open from 9am to 4pm, 7 days a week unless otherwise stated*

Bodmin

Wheal Prosper,
Lanivet, PL30 5HB

Bude

Tiscott Wood, Bude,
EX23

Cannon Bridge

East Taphouse,
Liskeard, PL14 4NP

Dudnace Lane

Dudnace Lane,
Pool, TR15 3QT

Falmouth & Penryn

Carveth Farm, Nr
Mabe Burnthouse,
Falmouth, TR10 9DH

Helston

Gays Hill, Helston,
TR13 0QA

Launceston

Pennygillam Industrial
Estate, Launceston,
PL15 7PH

Newquay

Trevenson Road,
Newquay,
TR7 3BW

Saltash

Plot 2, Tamar View
Industrial Estate,
Saltash, PL12 6UA

St Austell

Menear Road, St
Austell,
PL25 3DG

St Erth

Station Approach, St
Erth, Hayle, TR27 6JP

United Mines

United Downs, St Day,
Redruth, TR16 5HU

Tintagel*

Bowithick, Camelford,
PL34 0HH This site is
open from 9am to 4pm,
Friday to Monday. The
site is closed Tuesday to
Thursday

Large print, Braille and
alternative language versions
of this brochure are available.

Call Ocean on **01726 874450**.

Galima gauti lietuviškai.

Disponível em português.

Dostępne w języku polskim.

以简体中文提供

Ocean
HOUSING

at the heart of the community

Stennack House, Stennack Road,
St Austell, Cornwall PL25 3SW

 **01726 874450**

 **www.oceanhousing.com**

