

# Rotherham Furnished Homes



If you are moving into a Council house and you need help with furniture and setting up your new home then Rotherham Furnished Homes is just what you need.

# What is Rotherham Furnished Homes

We provide a personalised furnishing service offering choice and flexibility at an affordable rate.

Setting up a new home can be very expensive. Rotherham Furnished Homes helps new Council tenants settle into their home by providing some essential items of furniture.

## The benefits for you are:

- Easy access to good quality furniture.
- Reduces the stress and worry of setting up your home.
- Helps avoid risk of debt
- Choice from a range of furnished items to suit your needs.

## How do I get my home furnished?

If you have been offered a Council home you can choose from our range of furniture options when you sign for the tenancy.

If you are eligible to enter into the scheme you will sign an agreement for the furniture to be provided when you sign your tenancy agreement.



## What choice of furniture items do I have?

You can choose items from the list below within four furniture bands depending on the size of the property as detailed below.

Furniture Option	Number of Items	Property Size
Bronze	up to 3 Items	1, 2, 3 & 4 bedroom
Silver	up to 5 Items	1, 2, 3 & 4 bedroom
Gold	up to 9 Items	2, 3 & 4 bedroom
Platinum	up to 14 Items	3 & 4 bedroom

These bands can be upgraded to the plus range to include carpets at an additional charge.

## The furnished items you can choose from are:

- Sofa
- Table & chairs
- Coffee table
- Wardrobe
- Set of drawers
- Under counter freezer
- Single bed
- Double bed
- Electric cooker
- Fridge
- Fridge/freezer
- Microwave
- Washing Machine
- Tumble dryer
- Bunk beds
- Bedside table

## Can I see the furniture before I decide?

You can select items featured overleaf and if you choose carpets we have a range for you to select from.



# Furniture Selection

Select any combination of items within the Furniture bands.

Bronze - Choose up to 3 Items

Silver - Choose up to 5 Items

Gold - Choose up to 9 Items

Platinum - Choose up to 14 Items

These bands can be upgraded to the plus range to include carpets.

A weekly furniture charge will be added to your rent account depending on the furniture band and upgrade you choose.

The charge will be confirmed with you and entered onto your tenancy agreement.

Products shown are for illustration purposes only and may be different to actual products.

Sofa



Cooker - electric



Washing machine



Double bed



Microwave



Tumble dryer



Single bed



Table and chairs



Fridge



Wardrobe



Coffee table



Fridge-freezer



Chest of drawers



## How much will this cost me?

- A weekly furnished charge is added to your rent account.
- The charge will depend on the furniture band you have chosen. Prices range from a minimum of £8.76 to £41.02 per week.
- When you sign for your furniture package the charge will be confirmed with you and entered onto your tenancy agreement.
- Some or all of the charges may be covered by Housing Benefit for those who qualify.

## What happens when I have chosen and signed for my furniture package?

- Your order will be forwarded to us and we will contact you to arrange a convenient delivery date.
- You will be provided with an inventory list detailing the items you have received.

It's as simple as that.

## Will the furniture I receive be new?

We spend a large amount of money each year on buying new furniture. However items may be recycled and provided to you as good as new.

## How flexible is the scheme?

If your financial circumstances change you can downgrade or upgrade your furniture package between the bands depending on the size of your property. The furnished charge will be adjusted accordingly.

## What do I do if the furniture becomes worn or needs replacing?

You should get in touch with us if you have a problem with any item that has been provided. We will arrange for it to be checked and if necessary repair or replace it.

## If I move home what happens to the furniture?

If you terminate your tenancy the furnished items provided must be left in the property. We will arrange an exit inventory with you. You will be charged if you take with you or have damaged any of the items provided.

However if you move to another Council tenancy with our permission you can take the items with you. Your new tenancy will be a furnished tenancy and the furnished charge applied to the rent account.

## Our Service Standard commitment to you:

- Provide you with clear advice and information so that you understand the service we provide and the options that are available to you.
- Deliver your furniture within 5 working days of your order or on the date agreed with you.
- Make sure that items that you have ordered are the items that are delivered to your home.
- Make sure the items you have ordered are delivered clean and of good working order.
- Carry out a courtesy call and inventory within two months of you taking delivery of the furniture.
- Respond to any request to inspect damaged or worn items by visiting you within 5 working days.

## What we ask of you:

- To sign the tenancy agreement setting out the conditions of a furnished tenancy.
- Sign a furniture order form.
- Be at home on agreed times and dates to meet suppliers for delivery.
- On the delivery of your furniture to sign an inventory listing the items received in your furnished pack.
- Look after the furniture and keep it clean.
- Let us know of any damage accidental or not.
- Report items that have been stolen to the police.
- Allow the RFH team to visit you to carry out a routine inventory as and when required and as agreed with you.

For more help and information please contact  
Rotherham Furnished Homes:

Tel: 01709 336009

Email: rotherhamfurnishedhomes@rotherham.gov.uk



If you or someone you know needs help to understand or read this document, please contact us:

☎ 01709 336009

✉ RotherhamFurnishedHomes@rotherham.gov.uk

Minicom: 01709 823536

**Ak vy alebo niekto koho poznáte potrebuje pomoc pri pochopení alebo čítaní tohto dokumentu, prosím kontaktujte nás na vyššie uvedenom čísle alebo nám pošlite e-mail.**

نه گھر تو یان کھسٹیک کہ تو دہیناسی پٹیوسی بیارمستی ہسبیت یو نہودی لام بہ لگہنامہ یہ تیگیات یان بیخوینتہوہ، تکایہ پہیوندیمان پیوہ بکہ لہسہر نہو ژماردیہی سارہوہدا یان بہو نیمایڈہ.

إذا كنت انت أوای شخص تعرفه بحاجة إلى مساعدة لفهم أو قراءة هذه الوثيقة، الرجاء الاتصال على الرقم اعلاه، أو مراسلتنا عبر البريد الإلكتروني

اگر آپ یا آپ کے جاننے والے کسی شخص کو اس دستاویز کو سمجھنے یا پڑھنے کیلئے مدد کی ضرورت ہے تو برائے مہربانی مندرجہ بالا نمبر پر ہم سے رابطہ کریں یا ہمیں ای میل کریں.

اگر جناب عالی یا شخص دیگر کی کہ شما اورا می شناسید برای خواندن یا فهمیدن این مدارک نیاز به کمک دارد لطفاً با ما بوسیله شماره بالا یا ایمیل تماس حاصل فرمایید.