



Leaflet issued in partnership with the Newcastle Furniture Service, part of Your Homes Newcastle.

What is the furnished tenancy service?

We can supply furniture to tenants to help them set up their homes. The service is available to any tenant. There is a weekly charge for the furniture, which we add to your rent. If you are on benefits or a low income, the cost may be met by housing benefit. Please contact us for full details of the charges.

How does the service work?

If you're interested in having furniture from the service, please come and see us. We will ask you to sign an agreement for the furniture you want. We will arrange to deliver the furniture to your home.

The furniture is supplied by 'Your Homes Newcastle'. The level of service you can expect is explained in their leaflet 'Newcastle Furniture Service — Service Standards'.



Can I choose the furniture I want?

Yes, you choose the things you want. We will show you what is available and explain the costs. The amount you pay depends on what you choose.

Will I get new furniture?

Not all the furniture is brand new but it is all in excellent condition.

What information do I need to give?

Only your name and address are given to Your Homes Newcastle. Any information we give them is kept confidential and is covered by the Data Protection Act 1998.

Can I buy the furniture?

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



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

All you do is tell us to end the agreement. We will arrange to collect the furniture.

What if any of my furniture becomes faulty or is worn and needs replacing?

You should contact Your Homes Newcastle if you have a problem with any furniture you have been given. They will check and, if necessary, repair or replace it.

Can I take the furniture with me if I move home?

If you transfer to another tenancy with us, you must tell us if you want to take the furniture with you. We will contact Your Homes Newcastle so that they can change their records.



Can I have furniture from the scheme again, if I have had it at a previous address?

You can have furniture again, as long as all the furniture loaned to you at a previous address was returned in good condition.

What happens if the furniture is damaged or stolen?

If items are damaged or stolen, you are responsible for the costs of replacement. You must have insurance to cover this. Please speak to us about our own low-cost insurance.

Complaints

We welcome your comments and suggestions. If you are not satisfied with any aspect of the service, please contact us. We will try to sort out your complaint immediately.

Guide to the furnished tenancy service



For more information, please contact us at:

Blyth Valley Housing Ltd.

Dinsdale House
75 Marine Terrace
Blyth
Northumberland
NE24 2LN

Phone: **(01670) 542000**

Newcastle Furniture Service Your Homes Newcastle

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Wincomblee Road
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Newcastle upon Tyne
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Phone: **0191 278 1888**

Fax: **0191 278 1884**

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E-mail: **furniture.service@yhn.org.uk**



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www.blythvalleyhousing.com

You can visit any of our Local Area Offices

**All our publications can be made available
in large print, Braille, on audiotape and
in the following languages:**

Arabic

يمكن توفير كافة منشوراتنا بالخط الكبير أو بطريقة بريل (باللغة الإنكليزية فقط) أو على شريط كاسيت صوتي وباللغة العربية. للمزيد من المعلومات الرجاء الاتصال بضابط الإسكان المسنول عن منطقتك المحلية أو بلزلي سوان على الرقم 01670 542093 .

Mandarin

我们所有刊物都提供有大字印刷、盲字印 (只限英语)、录音磁带和中文。有关详情，请与您的地方房屋办事处联络，或拨打 01670 542093 与 Lesley Swan (莱斯利·斯旺) 联络。

Punjabi

ਸਾਡੇ ਸਾਰੇ ਪਰਚੇ ਅਤੇ ਕਿਤਾਬਚੇ ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਬ੍ਰੇਲ ਵਿਚ (ਸਿਰਫ਼ ਅੰਗਰੇਜ਼ੀ ਵਿਚ), ਆਡੀਓ ਟੇਪ 'ਤੇ ਅਤੇ ਪੰਜਾਬੀ ਵਿਚ ਮਿਲ ਸਕਦੇ ਹਨ। ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਅਪਣੇ ਨੇੜੇ ਦੇ ਏਰੀਆ ਹਾਊਸਿੰਗ ਆਫਿਸ ਨਾਲ ਜਾਂ ਲੈਜ਼ਲੀ ਸਵੈਂਨ ਨਾਲ ਫ਼ੋਨ ਨੰਬਰ 01670 542093 'ਤੇ ਗੱਲ ਕਰੋ।

Bengali

আমাদের সকল প্রকাশনা বড় প্রিন্ট আকারে, ব্রেইল (শুধুমাত্র ইংরেজীতে), অডিও টেপে এবং বাংলায় পাওয়া যেতে পারে। আরও তথ্যের জন্য দয়া করে আপনার স্থানীয় এলাকার হাউজিং অফিসে যোগাযোগ করুন অথবা লেসলি সোয়ান কে 01670 542 093 নাম্বারে ফোন করুন।

Hindi

हमारा सारा प्रकाशित मवाद बड़े अक्षरों की छपाई, ब्रेल (केवल अंग्रेज़ी), ऑडियो टेप और हिंदी में भी उपलब्ध कराया जा सकता है। ज़्यादा जानकारी के लिये कृपया अपने लोकल ऐरिया ऑफ़िस या लेज़ली स्वान (Lesley Swan) से फ़ोन नंबर 01670 542093 पर संपर्क करें।

Urdu

ہماری تمام اشاعتیں بڑے حروف کی چھپائی، بریل (صرف انگریزی)، سنیے والی کسٹ اور اردو میں بھی فراہم کی جاسکتی ہیں۔ مزید معلومات کے لیے برائے مہربانی اپنے مقامی 'ایریا آفس' یا 'لیزلی سوان' (Lesley Swan) سے فون نمبر 01670 542093 پر رابطہ کریں۔

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