



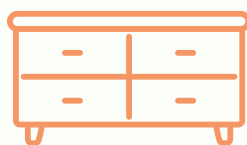
key
housing

Furnishings Package (for tenants)



What is a furnishings package?

If you are a tenant of Key Housing Association and receive support from ourselves, you will be entitled to a furnishings package. Other tenants, for example unsupported or supported by another care provider can be granted a furnishings package, but these will be considered and granted on a case by case basis.



Your furnishings package will entitle you to an inventory list of items and this will be included at the back of your tenancy agreement. These items can be renewed over an 8 year period. If you receive full housing benefit or universal credit, your furnishings package will be covered within your service charges.

This guide will explain the process for organising new furniture, or getting repairs, as well as some tips when purchasing new furniture.

We have 4 types of furnishings package:

Single Partial- £53.28 per month

Single Full- £65.03 per month

Shared Partial- £34.31 per month

Shared Full- £41.88 per month

Repairs

- If you need a white goods (cooker, washing machine, tumble dryer, fridge) repair, you can call us on 0141 342 1810.
- We will check the age of the item, if we think it should be repaired we will ask you to contact a local white goods repair company.
- If the repair is £150 or less and the company recommends the repair, let us know and provide proof of payment.
- If the repair is not recommended, call us back and we will look at other options.
- We will either process a direct refund or a refund through your local support office.

Organising a replacement item

- Check that the item is included in your furnishings list.
- Call 0131 342 1810 and we will check your furnishings package. We may ask to inspect the item.
- We will advise of the budget for the item and we can let you know how the funds will be made available or you can purchase it yourself.
- Provide us with the proof of purchase and we will organise to refund the support office or yourself.
- If you do not have the funds, or do not receive support we can purchase the item for you and arrange delivery.

Top Tips

- Delivery, installation and fitting charges are included in the budget.
- You should buy good quality white goods where possible.
- Please look after your furnishings so that they last.
- Do not buy any warranties for the products.
- We would recommend that you buy items with a minimum Energy Efficiency rating of A.
- You should spend as much of the given budget as possible to get full benefit of your furnishings package.
- If you would like to reduce or cancel your furnishings package, please contact your Housing Officer.
- Please note, if you require an industrial washing machine/dryer within your property, you will be subject to an additional surcharge of £19.55 due to the purchase price and maintenance of these items.



Contact us

housing.dept@key.org.uk
0141 342 1810



Inventory - 1 Person Full

LOUNGE/DINING

Items

Seating

Carpet

Table/Chairs

BATHROOM

Items

Vinyl/Carpet

BEDROOM

Items

Single

Bed/Mattress

Chest of Drawers

Wardrobe

Bedside Table

Cabinet

Carpet

KITCHEN

Items

Kettle

Toaster

Microwave

Vinyl/Carpet

Vacuum

Cooker

Washing Machine/Dryer

Fridge Freezer

HALL

Items

Carpet

Curtains/Blinds

Inventory - 1 Person Partial

LOUNGE/DINING

Items Quantity

Seating 1

Carpet 1

BATHROOM

Items Quantity

Vinyl/Carpet 1

BEDROOM

Items Quantity

Bed 1

Carpet 1

KITCHEN

Items Quantity

Cooker 1

Fridge/Freezer 1

Washing Machine/

Dryer 1

Vacuum 1

Vinyl/Carpet 1

HALL

Items Quantity

Carpet 1

Inventory - Shared Full

LOUNGE/DINING

Items Quantity

Seating 1

Coffee Table 1

Table & Chairs 1

Carpet 1

Curtains/Blinds 1

BATHROOM

Items Quantity

Carpet/Vinyl 1

Curtains 1

BEDROOMS

Items Quantity

Single Bed & Mattress 1

Chest of Drawers 1

Bedside Table 1

Wardrobe 1

Carpet 1

KITCHEN

Items Quantity

Iron 1

Kettle 1

Toaster 1

Microwave 1

Fridge/Freezer 1

Cooker 1

Washing Machine (Commercial) 1

Tumble Dryer (Commercial) 1

Dish Washer 1

Vacuum 1

Dresser 1

Carpet/Vinyl 1

Curtains/Blinds 1

HALL

Items Quantity

Carpet 1

Curtains/Blinds 1

Inventory - Shared Full

LOUNGE/DINING

Items Quantity

Seating 1

Carpet 1

Table/Chairs 1

BATHROOM

Items Quantity

Vinyl/Carpet 1

Curtains/Blinds 1

BEDROOM x 2

Items Quantity

Bed 1

Carpet 1

KITCHEN

Items Quantity

Cooker 1

Fridge/Freezer 1

Washing Machine/

Dryer 1

Vacuum 1

Vinyl/Carpet 1

HALL

Items Quantity

Carpet 1