

# Furnishings guide

If you have any questions about the following information, please call Housing on 0141 342 1810 or email [furnishings@key.org.uk](mailto:furnishings@key.org.uk)





Your furnishings package allows you to replace certain furniture over an 8 year period. Your furnishings inventory, which details the items in your package, is at the back of your tenancy agreement. This guide lets you know how to organise new furniture as well as some useful tips when purchasing new furniture.

## Organising a replacement item

If an item is beyond repair, follow the relevant steps to arrange a new item:

### Supported by Key/ Lifestyles

- 1 Check that the item needing replaced is included on your furnishings list.
- 2 Call 0141 342 1859 and we will check your furnishings package. These items may be inspected before a replacement is arranged.
- 3 If a replacement is needed, we will advise of the budget available and any other useful information so you can organise a new item.
- 4 Depending on where you live, we will let you know how the funds will be made available. If the item costs more than we agreed you will need to pay the additional costs.

### Not Supported by Key/ Lifestyles

- 1 Complete steps 1 & 2 as for Key/ Lifestyles supported tenants.
- 2 If a replacement item is agreed, we will advise of the budget available.
- 3 If you have the available funds already, you can purchase your new item and we will reimburse you. You will need to send in a copy of your receipt/invoice as proof of purchase.
- 4 If you do not have the available funds, we can order an item for you through Argos. Using the Argos website or catalogue, search for the item you require and pass on the item code to your Housing Officer. They will arrange delivery of the item and let you know when to allow access.

You will have been given an inventory which details what you are entitled to at the back of your tenancy agreement.

## Tips for buying furnishings

We recommend that you spend as much of the given budget as possible. This ensures you get the full benefit of your furnishings package.

- Delivery, installation and fitting charges are included in the budget that you are given.
- We suggest that you buy good quality white goods where possible.
- Please look after your furnishings so that they last as long as possible.
- Do not buy any warranties for the products.
- Where possible, we would recommend that you buy items with a minimum Energy Efficiency rating of A.

## Repairs to White Goods

White goods are the major kitchen appliances in your furnishings list such as cookers, washing machines, tumble dryers and fridge/freezers. If you need a white goods repair, please follow these steps:

- 1 Call 0141 342 1859 and tell us about the problem with the item.
- 2 We will check the age of the item.
- 3 If the repair costs £150 or less, arrange the repair and let us know the cost. This is only if the repair service recommends the repair.
- 4 We will make the funds available through your local Key/ Lifestyles office.
- 5 If you are not supported by Key/ Lifestyles, we will reimburse you.

**If an item is deliberately damaged we will not pay for the repair.**

**If we think it should be repaired, we will ask you to contact a local white goods repair company.**

**If the repair is not recommended, call us back and we will look at other options.**



If you would ever like to reduce your furnishings package or cancel it, please speak to your Housing Officer.



## Specialist furnishings

If you require specialist items, you can speak to your Housing Officer who can advise you on this.

This only applies to items that are already within your furnishings list. For example there may be a requirement for a specialist washing machine to cope with frequent use.

## Moving out

If you decide to move out of your Key Housing property, you must leave the inventory items.

These should be left in a good state of repair; we may charge you if any items are damaged. If you are unsure which items to leave, you can ask your Housing Officer.

## Contact

If you would like to discuss a repair or a replacement item, please call 0141 342 1859.

Alternatively email [furnishings@key.org.uk](mailto:furnishings@key.org.uk) or call 0141 342 1810 and a member of staff will help with your query.

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Email: [hello@key.org.uk](mailto:hello@key.org.uk) [www.key.org.uk/key-housing](http://www.key.org.uk/key-housing)

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