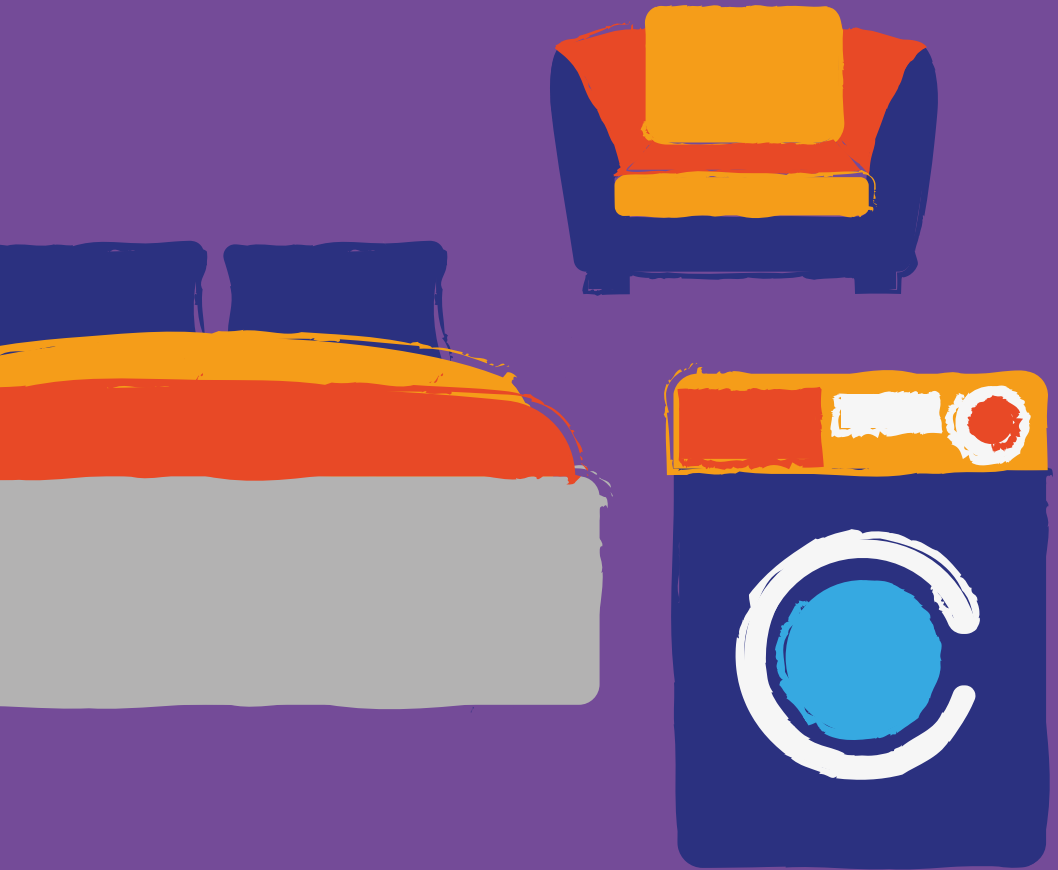


karbon
homes

Providing a strong foundation for life.

0808 164 0111



Home Comforts

Furniture and appliance rental service

Turning your house into a home

We want to provide you with a place you can really feel at home. So, if you feel like you may struggle to afford important items like a washing machine or cooker, we have our Home Comforts furniture and appliance rental service.

You can choose from three levels of packs, with each item within these worth a number of points. Each level gives you access to a different amount of items for an affordable weekly payment which is applied at the start of your tenancy.

You rent good quality furniture and appliances that will be replaced if not working and can be returned at any time.

Have a look at what you can get on the following pages and let's get you comfortable in your new home.



Three levels of Home Comforts

1. Home Start

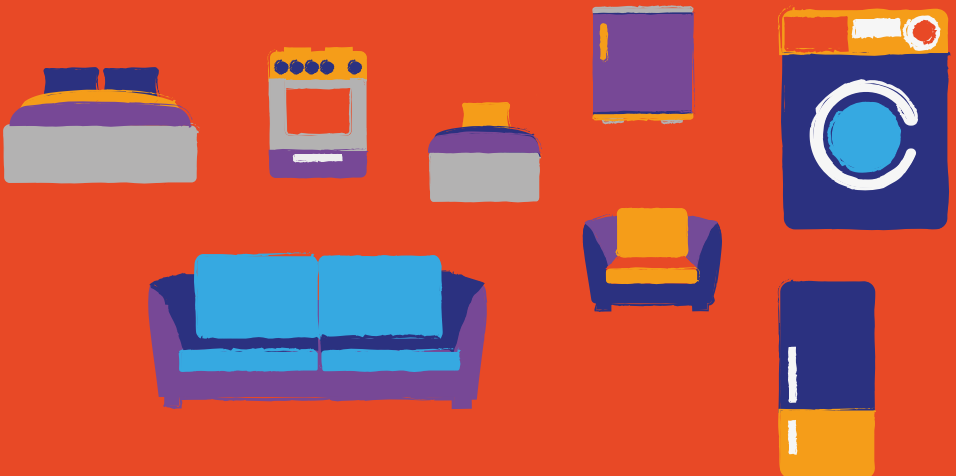
This pack is designed to help you out when starting out. Pick one bed or essential appliance.

2. Home Essentials

This pack is for when you need that extra help to set up your home. You can choose from beds, appliances or furniture.

3. Home Essentials+

This pack is for when you might be starting from scratch or where you need more than our Home Essentials pack would give you. You can choose from beds, appliances or furniture.



Choosing your pack

1. Home Start

Pick one from the essential items to the right.



16
points



Electric cooker

15
points



Washing machine

11
points



Condenser dryer

18
points



Fridge freezer

10
points



Fridge

14
points



Single bed and mattress

18
points



Double bed and mattress

2. Home Essentials

Choose from the items included in Home Start as well as...



14
points



Chair

22
points



Sofa

9
points



Chest of drawers

5
points



Microwave

12
points



Wardrobe

14
points



Dining table and four chairs

28
points



Bunk beds and mattress

12
points



Cot and mattress

3. Home Essentials +

Pick from the six essential items below.

£26.92
per week

max 110
points

16
points



Electric
cooker

15
points



Washing
machine

11
points



Condenser
dryer

18
points



Fridge
freezer

10
points



Fridge

14
points



Single bed
and mattress

18
points



Double bed
and mattress

14
points



Chair

22
points



Sofa

9
points



Chest of
drawers

5
points



Microwave

12
points



Wardrobe

14
points



Dining table
and four chairs

28
points



Bunk beds
and mattress

12
points



Cot and
mattress

What you can get



Electric cooker

Sealed plate 4 ring hob, single oven with grill

16
points

Size H90, W50, D60 cm



Fridge freezer

2 fridge shelves, 3 freezer compartments

18
points

Size H148, W48, D56 cm



Condenser Dryer

Sensor dry, pause function, 7kg drum capacity

11
points

Size H85, W59, D60 cm



Fridge

2 x adjustable glass shelves - salad crisper drawer (no icebox)

10
points

Size H84, W48, D50 cm



Washing machine

1200 rpm spin, 6kg drum capacity

15
points

Size H85, W59.5, D42.4 cm



Microwave

800W, 17L capacity

5
points

Size H29.5, W44, D34 cm

Single divan bed with mattress

14 points

Open coil spring
13.5 gauge,
quilted finish



Size L187.6, W90 cm

Double divan bed with mattress

18 points

Open coil spring 13.5 gauge,
quilted finish



Size L187.6, W135.2 cm

Dining table with 4 chairs

14 points

Solid rubberwood table,
rubberwood veneer seats



Size H74,
W110,
D70 cm

Cot and mattress

12 points



Wooden, fully
assembled

Size H124, W65, D85 cm

Bunk bed and mattress

28 points



Steel frame,
Black

Size H163, W201, D99 cm

Easy chair

14 points



Dark brown, faux leather
Size H83, W85, D77 cm

2 seater sofa

22 points



Dark brown, faux leather
Size H83, W140, D77 cm

Chest of drawers

9 points



Beech effect, 3 drawer,
solid metal handles
Size H64.5, W71.5, D54 cm

Wardrobe

12 points

Beech effect,
2 door,
solid metal
handles



Size H183, W38, D54 cm

Frequently asked questions

Can I get a pack at any time in my tenancy?

We'll ask you if you may need the Home Comforts rental service before the start of your tenancy agreement with us, as the service starts at the beginning of your tenancy. This is because the Department of Work and Pension (DWP) rules mean you can never own the items and they are classed as essential for your tenancy.

Depending on your circumstances, adding additional charges once your claim for Universal Credit or Housing Benefit has been assessed, could have implications for the affordability of your home or the amount of Universal Credit you receive. If your circumstances change during your tenancy, and you are unable to afford essential items, please contact our Money Matters Team who will be able to help you.

I receive benefit support, will I be able to get help to pay for the service?

A Home Comforts rental charge is eligible for both Universal Credit and Housing Benefit. It will be included with your rent and other eligible service charges when your entitlement to these benefits are assessed. The amount of help you could be entitled to will be assessed and calculated by our Money Matters Team.

Will I own the items after I have paid for them for a while?

As this is a rental service you will never own the items. Instead, we provide peace of mind, we'll replace any items that become faulty.



How do I let you know something isn't working?

Please give us a call as soon as you know there is a problem, using our Customer Service number **0808 164 0111**. We'll make sure we log any issue and arrange with the supplier to get in touch. We aim to get things replaced for you within seven working days.

Will I be charged for replacement of any broken items?

No. However, if we believe that an item has been damaged due to misuse, we may need to charge you.

Do I need to let safety checks or replacements be carried out on the items?

As this is a Furniture Rental Service the items do not belong to you but are managed by the supplier. We will review your furniture pack with you and carry out safety checks and any item replacements when they are due.

Can I return some of my pack even if I need some items still?

Yes, of course. Please give us a call to discuss which items you would like to return. We'll arrange collection of the items and review your charge to see if it needs to be changed.

Can I take my pack when I move into a different Karbon home?

Unfortunately not, however If you speak with a member of the Housing Team, they can arrange for a new pack to be delivered to your new home. We would need to collect the old items before you move though.

How do I let you know I don't need my pack anymore?

Call our Customer Relationship Team on **0808 164 0111** and they'll connect you with our Housing Team, who'll arrange collection of any items not needed and tell you what else you need to do. You'll need to let us know in writing, giving seven working days notice if you want your full pack removed.

So how does Home Comforts work?

Signing up for a Home Comforts pack is really easy and straightforward.

1

Step one... speak to your Housing Officer

If you need some important furniture items and are unable to afford them right away, speak to your Housing Officer or Lettings Coordinator who'll be able to discuss your options.

2

Step two...decide what it is that you need

We offer three different pack sizes to suit your requirements. Just decide what it is you need and complete the order form. Once we have it, you'll need to sign the furniture tenancy agreement too.

3

Step three... it's on its way

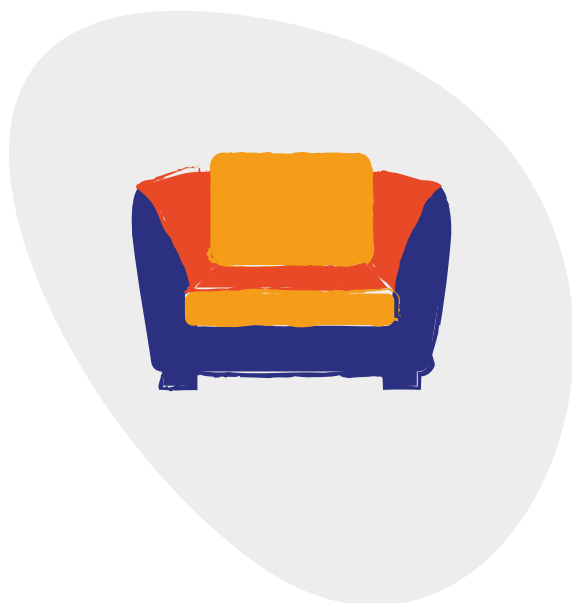
Once the order has been processed, our supplier will contact you to arrange a convenient delivery date and time, within seven working days of your request. Once they arrive they'll put them in a room of your choice, remove all the packaging and we'll install any appliances such as washing machines or cookers.

Remember...

If you don't need an item anymore or an item is broken or stops working, simply get in touch and one of the team will be happy to help with arranging a replacement or collecting your items.

If you move home you'll need to return the furniture pack. You'll need to let us know in writing and we'll come along and collect the items.

Please call our Customer Relationship Team on **0808 164 0111** if you have any questions.



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info@karbonhomes.co.uk

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