



Factsheet 8: Moving in

Moving into a new home is exciting but it can also be stressful. This leaflet explains some of the things you need to consider when you move in.

Get connected

When you move in take meter readings immediately. Then arrange to have your gas, electricity and water supplies connected as soon as possible by a supplier of your choice.

- To find out who your gas supplier is ring National Grid on 0870 608 1524.
- To find out who your electricity supplier is ring npower on 0845 714 5146.
- You can contact United Utilities (0870 751 0093) about your water supply and let them know the date you moved in. If your home has a water meter you will also need to give them a reading. If you live in Stoke, you can call Severn Trent about your water supply on 0845 7090 646.

Don't forget to let your suppliers know that you have left your old address.

Important gas information

When you have arranged your gas supplier, you should ring

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to tell them when your supply is being connected. They will arrange for an engineer to check all gas appliances are working safely and to turn your supply on. This is extremely important and will avoid health and safety risks.

Meters

Your neighbourhood co-ordinator will show you where all the meters are, and point out any other important items. If you have any difficulty reading the meters, call your neighbourhood co-ordinator.

Paying your suppliers

You can choose how to pay with your supplier. You may prefer to use a card meter, which the supplier can fit, or you may wish to pay quarterly or monthly by direct debit which is often cheaper.

Heating and water

You will be given a demonstration of how to operate the heating system in your new home by a member of staff. Our repairs handbook will give further advice but if you have any difficulties please contact us.

Burglar alarms

Some of our homes will be fitted with a burglar alarm. We will provide you with help on how to use it, and give you the code which you can change.

Rent

Rent is due weekly in advance. When you sign for your tenancy, you will receive a full breakdown of your rent and service charges, and a rent card which you can use at local outlets such as post offices and local shops, to pay your rent. Further details are available in our fact sheet - Your rent.

Home contents insurance

Great Places offers a cheap contents insurance package designed especially for our tenants and leaseholders. For more information see the In your Pocket factsheet.

TV Licence

If you have an existing licence, you will need to change your address with TV Licensing. You may want to contact them to purchase or renew a licence.

You can write to TV Licensing, Bristol BS98 1TL Telephone 0870 241 6468 or minicom 0870 575 8604 (for the hard of hearing). For more information, visit:

www.tvlicensing.co.uk/

Council tax

When you move into your new home it is your responsibility to contact the local council to let them know you have moved. This

will ensure a smooth transfer of your council tax to your new home and will ensure that you avoid getting into arrears.

Finding out more

We want to give you the best possible advice to be able to set up your home successfully so if you can't find the answer from the

information we've given you, contact your local office and a member of staff will be happy to help.

Moving in checklist

Is the gas supply connected



Is the electricity supply connected



Is the water supply connected



Take meter readings



Check how to work your heating system



Check how to work burglar alarm and code



Welfare benefits calculation



Change your address with Welfare Benefits



Notify TV Licensing about your move



Change your address with your doctor/dentist/optician



Install telephone (you don't need our permission)



Redirect your mail – contact local Post Office



Tick box if applicable