

Your moving checklist



Things to do before you move:

Confirm the date of your move

Your Home Group housing manager will confirm your tenancy start date and let you know when you'll be able to pick up your keys.

Give notice to your landlord

If you're renting, you'll need to let your current landlord know the exact date you're moving out. Don't forget to check your tenancy agreement for any terms and conditions they might expect you to follow.



Contact your suppliers

You need to tell your current suppliers – including electricity, gas, water, phone and broadband – that you're planning to move out. We recommend taking a photo of the final meter readings in your home just before you move out too, so you can pass them on to your suppliers and settle any final bills.

Update your key contacts

As well as your suppliers, think about any other organisations or people you need to update about the move and your new address, this could include:

- Local authority (remember you'll need to pay for any Council Tax still owed on your current home)
- Department for Work and Pensions (DWP)
- HM Revenue and Customs (HMRC)
- Driver and Vehicle Licensing Agency (DVLA)
- Employer
- Schools, colleges or nurseries
- Bank, building society or credit union
- Doctor and dentist
- TV providers, like TV licencing or streaming services
- Insurance providers
- Private pension services
- Solicitor, advocates or advisors
- Friends and family
- Any other subscription or membership services

Remember you can organise for your post to be redirected to your new address through Royal Mail at royalmail.com/personal/receiving-mail/redirection

Plan your move

Plan how you'll move everything across to your new home – whether that's asking friends or family for help or arranging a professional removal service. Have a think about any arrangements you might need to make for children and pets on the day too.

Pack your things

When you're packing everything up, remember to check lofts, garages and sheds and do a final walk through of your home before you leave. Label all the boxes so you know what's inside each one and make sure valuables and important documents are kept safe and close to you – you'll thank yourself later!

Things to do straight after you move:

Set up your gas and electric supply

Most of our homes are supplied with both gas and electricity – to get these supplies up and running, you should contact the gas and electric suppliers at your new address as soon **as you move in** to set up a new account (if your home is gas free, you'll only need to contact an electricity supplier).

If you don't know who your new gas supplier is or what your meter point reference number (MPRN) is, visit [findmysupplier.energy](https://www.findmysupplier.energy) or call **0870 608 1524**.

If you don't know who your new electricity supplier is, you'll need to contact your energy network operator who can tell you who your supplier is – you can find out who your energy network operator is at [energynetworks.org/operating-the-networks/whos-my-network-operator](https://www.energynetworks.org/operating-the-networks/whos-my-network-operator)

As soon as you've set up a new account with the gas and electric suppliers, you'll need to arrange a free **gas re-commission appointment** by calling us on **0345 141 4663** – until this is done your home won't have a gas supply and you won't be able to get hot water, heating or gas to your cooker. Home Group need to do this to make sure the gas supply in your new home is safe, so please organise this with us straight away.

Arrange the safe connection of any gas appliances

Once your gas supply is working, you should use a qualified, Gas Safe registered engineer to connect any gas appliances (such as gas cookers). You can find a local, registered engineer through the Gas Safe Register at [gassaferegister.co.uk](https://www.gassaferegister.co.uk)

Set up any other services and bills

As well as setting up your electricity and gas supply, you'll need to set up accounts with suppliers for things like phone and broadband, home contents insurance and water and sewerage (you can find out who the water supplier is in your area at [water.org.uk/advice-for-customers/find-your-supplier](https://www.water.org.uk/advice-for-customers/find-your-supplier)).

Remember you're responsible for the bills at your new home from the day you sign your tenancy agreement. If there's an overlap, you might need to pay bills and rent for your new home and your old home for a short amount of time. If this applies to you, you could be eligible for extra support to help you cover these bills – check with your local authority for more information.

Register your new address for Council Tax

Contact your **local authority** to register your new address for Council Tax. Remember to apply for any Council Tax support or reduction that you're entitled to claim.

Update your key contacts

If you didn't get round to it before you moved, have a think about any organisations or people you need to update with your new address –

remember that forgetting to update your address with the Driver and Vehicle Licensing Agency (DVLA) or TV licensing could result in a fine.

Confirm how you'll pay your rent

The quickest and easiest way to make a rent payment to Home Group is online by signing up to **My Home Account**, our safe and secure digital account system. On My Home Account you can:

- View your payment history and account balance
- Make secure card payments
- Set up and manage regular payments with a direct debit

You can sign up at **myaccount.homegroup.org.uk**

You can also make a payment over the phone, by calling our customer service centre on **0345 141 4663**.

Remember if you claim housing benefit or Universal Credit you'll need update your account for them with your new rent charges too.

Find out what day your bins are collected

Remember household waste and recycling services can vary depending on where you live – your **local authority** will be able to tell you about your local collection services.

Let us know if you have any questions

We're here to help! Contact us online at **homegroup.org.uk** and keep our customer service centre number **0345 141 4663** handy too, in case you need to speak to us urgently.