



Welcome!

to your new home.

Moving can be a stressful time, but we are here to help you settle in as fast and as smoothly as possible.

Inside this leaflet, you will find useful resources and an actionable guide to help set up and arrange the services and utilities at your new address.

On behalf of the letting team, thank you and best wishes!



USEFUL RESOURCES: THINGS WORTH KNOWING

Know your home

It's important to know where everything is inside your home. Put aside a few moments to locate your boiler, thermostat, stopcock (to shut off the water), gas and electricity meters.

Rubbish & Recycling collection

Check the local council's website to find out when your rubbish and recycling will be collected by visiting:

www.gov.uk/rubbish-collection-day.

Local transport

For local bus, train, tram, DLR and tube information, visit: www.tfl.gov.uk

Local NHS services (GP, hospital, etc.)

Check the NHS's website to find services near you: **www.nhs.uk/service-search**

Local libraries

You can source local libraries near you by visiting:

www.gov.uk/local-library-services

Places near you

If you have moved into a new area, it's definitely worth learning where everything is located. Some examples would be:

- Supermarkets and Newsagents
- Restaurants and Bars
- Community Groups
- Gym & Leisure Centres
- Schools

To find out what's near you, visit company websites, Google Maps, or apps like "AroundMe".



INFORMING OTHERS OF YOUR NEW ADDRESS

You may need to inform the following organisations/people of your new address:

FINANCIAL

- Banks
- Credit card companies
- Your employer
- Insurance companies
- HMRC
- Social security
- Solicitor

HEALTH

- Doctor/GP
- Dentist
- Optician

CAR

- DVLA
- Breakdown cover company
- Vehicle registration
- Vehicle insurance
- Car finance company

While this list covers many organisations and individuals, there may be other things personal to you that are outside of this list (e.g. phone contract companies, catalogue finance, etc.) Please take that into consideration.



Your Next Steps...

One of the major tasks of a new move is having to set up new services at your new address. To help simplify this process, we have compiled a short, actionable guide for you below.

SETTING UP: SERVICES AND UTILITIES

Council Tax

For the local council to send out information and tax bills via post, notify them either online or over the phone of your details and the start date of your tenancy. You can check your council tax band and the local authority at: **www.gov.uk/council-tax-bands**

Gas

It's important to take meter readings on the day you move in. It's recommended to take a photo of the meter for your own records.

To check who your electricity supplier is, call:
0870 608 1524.

You can then set up your account with the existing supplier or a new one by providing your details, tenancy start date, and meter reading. For a prepayment/top-up meter, you may need to arrange for a new top-up card to be picked up or delivered. This can be done by calling your supplier.

Electric

It's important to take meter readings on the day you move in. It's recommended to take a photo of the meter for your own records.

To check out who your electricity supplier, call: **0845 601 5467**.

You can then set up your account with the existing supplier or a new one by providing your details, tenancy start date, and meter reading.

For a prepayment/top-up meter, you may need to arrange for a new top-up card to be picked up or delivered. This can be done by calling your supplier.

Water

Most properties do not have a water meter and are billed on an estimate monthly or annual basis by Thames Water. You can call Thames Water on 0800 9808 800 to set up your account or online www.thameswater.co.uk. If your property does have a water meter: To check who your water supplier is, you can call **01740 625220** or visit www.water.org.uk you can then setup your account with the existing supplier or a new one by providing your details, tenancy start date, and meter reading.

Phone, Broadband & TV

If there is an existing line in the property, you can move your phone, broadband and TV services over with your existing provider or you can choose an entirely new provider. This usually takes a couple of days. If a new line needs to be installed at the property, it may take up to 15 working days. Charges may occur by your provider and it would be the tenant's responsibility to pay. Written permission may be required from the landlord by the provider to install a new line or satellite dish.

TV License

You need to be covered by a TV Licence if you watch or record TV as its being broadcast. You can register online at:

www.tvlicensing.co.uk

Electoral Register

You need to update your details on the electoral register to enable you to vote. It can be done online at: www.gov.uk/register-to-vote



We really hope this leaflet helps you settle into your new home as comfortably as possible, so you can concentrate on the things that mean most to you.

If any issues arise regarding maintenance or your tenancy, please contact the managing agents. All contact details have been provided along with the tenancy agreement.

We hope that you can now look ahead to a happy future in your new place!



CITYHOMES

E S T A T E S

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