

Moving In

Make sure your rent is paid

You must start regular rent payments once you have signed your tenancy agreement - if you need Housing Benefit, it is your responsibility to apply for it.

Get gas, electricity, water and other service supplies arranged

Contact the utility and service suppliers for your new home:

- Western Power: 0845 603 0618
- EON: 0800 015 9855
- British Gas: 0800 048 0202
- Anglian Water: 03457 91 91 55
- Severn Trent Water: 08457 500 500
- BT: 0800 800 150
- TV License: 0300 790 6165

Register your address with the council so you can:

- Vote
- Pay council tax
- Claim council tax benefit, if you are eligible

Have your mail redirected

Pick up a form from a Post Office to have your mail sent on from your previous address.

Find out when your rubbish will be collected

Find out from the local council when your rubbish is collected, and what the recycling arrangements are.

Have some spare keys cut

We do not keep spare keys, so leave some with friends or family for emergencies. If you lock yourself out, you will have to pay for calling out a locksmith, which is expensive.

If your gas is off...

If gas is supplied to your property you will need to arrange your gas supplier before your moving in date and then contact our customer care team to arrange to carry out a safety check and connect the gas. The contact is 0300 1234 009.

Television aerials, satellite dishes and cable television

Before installing any TV aerial, satellite dish or cable box, you must get written permission from us. If the equipment has to be removed because you do not have a permission letter, or you do not stick to the installation it describes, you will have to pay for its removal.

We will contact you...

Your housing officer will contact you to check you have settled in and give you a chance to raise any problems or concerns