



Your new home

Move in day is approaching!

We know that moving all your belongings from place to place can be a stressful time so we're here to help make it as smooth as possible for you.

- **MOVING IN FORM** – It is very important to download our APP called “MasonKnight” and fill in the Moving In Form **at least 10 days before** the tenancy start date.

▪ AFTER YOUR MOVING IN

We've drawn up a list of things you need to do:

1. Check your Meter Readings

The previous tenants will have taken a recording when they left but it is important that you check them yourselves and make a note of them. Normally you will have a meter for gas, electricity and sometimes water.

Please note the First Person moving in will need to submit meter readings on our APP -> Moving In Section

2. Check and Return your Inventory

Within the first week or so we will provide you with an inventory which details the condition of the property and its contents; it is very important that you check this thoroughly and return it to us as it will be compared against an inspection at the end of your tenancy.

If for any reason there is anything you don't agree with on the inventory then reply to our email and we will review it.

3. Cleanliness & maintenance

Although your property has been inspected and passed off by our inspectors, if you feel that anything in your house needs our attention when you move in then please send pictures to our email homemover@masonknightproperties.com **within 24 hours** and we'll be happy to review it.

Please note that if you clean anything yourself you will still need to leave it in a clean state at the end of your tenancy.

If your property has already been visited by the cleaners or gardeners, and you felt that there are things that they have missed, you will need to contact us **within 24 hours** from their visit. You will need to send pictures of the issue to our email homemover@masonknightproperties.com so we can forward it to them.

4. Get to know your Property

Stop cock for water: Usually under the sink. It's important to know where this in case there is a water leak anywhere in the house.

Gas shut off valve: Usually near front door or in the ground floor front bedroom, sometimes they are in cupboards or under built in covers. If you ever think there is a gas leak then you'll need to be able to close this valve. If this valve is in a bedroom which can be locked you'll need to make arrangements for all tenants to be able to access this at all times in case of an emergency.

Electricity fuse board: Again, this is normally near the front of the property, similar to the gas shut off valve. This is used to re-set any tripped switches. As with the gas shut off valve, if the fuse board is in a bedroom which can be locked you'll need to make sure all tenants can access this bedroom in case you need to re-set any fuses.

Burglar alarm: If there is a burglar alarm in your property you should have received a code from us when you collected your keys. Most alarms are fairly straight forward to set, but if you need any help, you can search the manual on YouTube, if you still can't figure out how to operate the alarm, please contact us so we can make arrangement to come around and show you.

You should ensure that everyone knows where the above items are has access to them at all times and knows how to use them. If you need help then don't be afraid to ask, we'll be happy to help.

5. Set up your Utilities

Information on what to do about your utilities can be found below.

• **Getting Bills That Aren't Yours?**

- Sometimes you may receive utility bills (and occasionally default of payment notifications or bailiff letters) addressed to previous tenants or 'To the occupier', please don't panic. If you have all bills included in your rent, ignore these.
- If you're organising bills yourself simply give the relevant company a phone call or submit a contact form via their website and advise them of the date you moved in and they will send out new bills in your names and stop sending you ones from previous tenants.
- If you have trouble, offer to send them a copy of your Contract to support your comments. You can get this from us if you've lost yours.

• **Do It Yourself**

- When you move in make sure you take a note of the gas and electric meter readings (usually downstairs towards the front of the house and sometimes outside – if you get stuck, you can ask us or your landlord). Once you've got these it's also very important that you choose a supplier and take out a contract with them to secure you the best rates for the period of your tenancy.
- If you don't, you will be on an 'out - of - contract' billing system from whichever company supplies the property and these are very expensive.
- There is no retrospective way to get out of this either. uSwitch offer a completely free energy price comparison service. They will ask you some basic questions and let you know which energy provider is best in your area. You'll need to know who your current supplier is first, see below to see how you can work out who your supplier is.

• **You want Stress Free Bills Inclusive Deal?**

- You can contact bills inclusive company or you can contact us directly to get a quote.

• **Who Is My Current Supplier?**

- You may receive letters from utility suppliers when you move into your house, either address to you personally or to 'The Occupier'. If you open these letters it will be apparent who your current suppliers are.
- WATER: In Birmingham your water supplier is Severn Trent (www.stwater.co.uk).
- ELECTRICITY: Visit www.westernpower.co.uk and click the 'Who is my supplier' link on the bottom left hand side of the web page.
- GAS: Either visit www.findmysupplier.energy or call 0870 6081 524 and answer the questions to find out who your supplier is.

6. Council Tax Exemption

As full time students, you will need to apply for council tax exemption.
Your council tax bill/exemption must cover the **whole period** of your tenancy.
For council tax exemption form, please [click here](#)

Please keep a copy of your application for future reference

7. Insurance

It is important that you insure all of your belongings from the first day you move into the property as they will not be covered under the landlord's policy. You can check the quotes for content insurance on the compare website such as "Moneysupermarket"

8. Post

Make sure you have any post redirected to your new address – see royalmail.com for further details on this.

Please re-post any letters that you may get through your door for previous tenants marking the envelope "no longer at this address". If you receive any post for the landlord or MasonKnight please forward this to our office or drop it in.