

Your new home

We hope you are all well during this difficult time- moving 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. We have also put in some measures regarding social distancing for collecting keys to keep all of us safe.

MOVING IN FORM

It is very important to visit our [website](#) and fill in the Moving In Form at least 10 days before the start of your tenancy.

KEY COLLECTION

After you have filled out the moving in form and chose your time slot, please **make sure you arrive on time**. We have created an outdoor space at our office to distribute keys, but the space is limited, and we do not want to create over-crowding, therefore, it is very important to arrive on time. If you are being delayed and have unfortunately missed your time slot, please wait outside the gate of the office to be called in- we will try our best to attend to you when it is possible.

To reduce the traffic in the office, each household needs to select one person to collect keys on behalf of all the members in the house. We will assume that the First Person moving in will be collecting keys for everyone, unless it we are told otherwise.

We will disinfect all the keys before we hand them out- we will also provide hand sanitiser. Can you please follow the government guidelines and keep a 2 meters distance from each other where possible.

AFTER YOU HAVE MOVED IN

1. Check your Meter Readings

The previous tenants should 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 website → Tenants → Moving In Checklist → Meter Readings](#)

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 with your comments and we will review it.

3. Cleanliness & maintenance

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

Sometimes, it can be that our cleaners are scheduled to attend a couple of days after you have moved in. This is because they can get very busy during the move-in period and we only use trusted professionals.

Please note that if you clean anything yourself before cleaners arrive, 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 feel 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(s) 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 is, in case there is a water leak anywhere in the house.

Gas shut off valve: Usually near the 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 security alarm at your property, you should receive a code from us when you collect 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 arrangements to come around and show you.

You should ensure that everyone knows where the above items are and 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

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). 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.
- Please note: MasonKnight strongly advise against joining 'Huddle Utilities' or 'Nabuh Energy'
- Recommended Suppliers- Igloo Energy, EDF Energy, Green Network Energy
- Should you join these suppliers, you will need to switch back to one of our preferred suppliers before the end of your tenancy

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 right-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.

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, please forward them to us.
- 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 name 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.

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 student council tax exemption form, please [click here](#)

If you don't submit the exemption form, then you will receive a bill which you will be responsible for.

We will also need to see proof that the council tax bill has been settled (either paid or exempt) at the end of your tenancy.

If you are not exempt and therefore have to pay council tax, you will need to email the local council and include your name, email address, contact number and your tenancy start date. If you don't email or call the council, then you may end up with a large bill at the end of your tenancy, and even late payment fees.

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 a comparison website such as "Money Supermarket".

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.