

H2L

GUIDE TO MOVING IN

WHERE H2L IS MANAGING THE PROPERTY
ON BEHALF OF THE LANDLORD



Version 0209

This Guide is made available when you apply to rent a property and again when we have made a Move In appointment for you. It is also available at any time during your tenancy, upon request.

We'd like your Move to be as relaxed and enjoyable as possible, so we've prepared some guidance notes to help make things go smoothly.

Once you've sent in your Part B Application and all the documentation that goes with it, we'll start to take up references from Credit Reference agencies, your Employer and also your current or last Landlord or their Agent if they have one.

To save you calling in, please assume that everything's OK with your Application. If we do hit any problems we will tend to know quite early on and we will contact you straight away.

Once we're certain that everything is OK and going ahead, we will contact you to confirm. This is when we'll also make an appointment with you to meet you to sign the tenancy agreement. We call this your "Move In" appointment.

Its at this point, once your Move In appointment has been booked, that we can 100% confirm your move and now is the time to start preparing any removal vans, car or van hire etc. and more importantly, giving any notice to your existing landlord if you have one.

If you're not sure what exact time to book your Move In appointment, that's OK. We'll make a provisional note in the calendar of the date you're moving in, and we'll need you to confirm a time in nearer that date.

Please note that certain times are busy, particularly around the very end or very beginning of the month, so if you'd like a particular Move In appointment, for example, 9.30am on a Saturday, be sure to book it sooner rather than later.

We will offer you a Move In appointment Monday – Friday 9am to 5.30pm or Saturday 9am to 3pm. Any other times around these go very quickly and we cannot always guarantee you late evening or Sundays.

Your Move In appointment is **always** at the property you're moving into and **never** at our offices.

At the Move In appointment, we'll need to complete some paperwork. It takes about **30 to 40 minutes** to go through everything:

- signing two tenancy agreements (one for you to keep, and one for the landlord)
- giving you a copy of the current Landlord Gas Safety Certificate for the property (if there is gas at the property)
- taking a full video inventory, where we will ask you to point out any damage or defects, and then signing a form to say that its correct
- taking meter readings for gas and electricity, and water if there is a water meter
- checking that your Rental account is all paid up, having paid the first month's rent in advance, the deposit and our fees
- signing our copy of the Deposit Protection Certificate which tells you where your Deposit is held and what to do in the event of a query at the end of the tenancy
- setting up your Standing Order form for future rent payments or explaining how to pay and when to pay your rent if you're going to be making payments to us directly.

PLEASE NOTE: that if you opt to pay your rent by faster payment, we must receive the rent by 5.30pm on your rent due day, otherwise you will incur a late payment fee which is automatically applied to your rental account by our system overnight.

If your rent due day falls on a Saturday, Sunday or Bank Holiday, we must receive it by 5.30pm the next working day.

Because we'll need to video your new property when its empty, we very kindly ask that if you're meeting us at the property with a removal van and removal people, that you allow us time to conduct your Move In appointment fully before they start moving things in, just to ensure that the inventory is correct. This is to protect your interests as well as your Deposit.

We advise just meeting you, (or you and your partner if you're both on the tenancy agreement), together with a witness – this can be your Guarantor if you've been asked for one, or a friend or relative. This is because we need the tenant or both tenants to sign the tenancy agreement, and we need the signatures witnessed. Please do not complicate the Move In appointment by bringing along additional people until after you've moved in.

The most important thing about your Move In appointment is to ensure you're on time. If you're driving a long distance on the day, regrettably we can't wait at the property until you arrive, we will need you to re-book the appointment if you're delayed or stuck in traffic, That's why we often ask people to meet us separately to their furniture arriving etc. Saturdays are often our busiest day with up to ten or twelve appointments, so please be on time or let us know if you are running late so we can re-schedule.

If you have any questions on your Move In appointment, please feel free to ask. We'll show you how to use any alarms, central heating, boilers, heaters, ovens etc., or where to park, if you need us to, and we're available to go through any other matters that you might raise.

Please remember, after you have moved in, that we've never lived at the property and often, neither has your landlord. For that reason, we're reliant on previous tenants letting us know if things aren't right or if things don't work.

We always suggest, for the first week after you've moved in, that you make a note of any minor issues that you may have, such as a leaky tap, or a window that might not open fully. Then, call us or E-mail us so we can arrange for things to be rectified. Doing it this way, means you don't have to be on the 'phone for every minor issue as you notice things.

Of course, if you do have anything major, or in an Emergency, call us straight away.

Once you've moved in, we will process your Move In details. We will contact the **Gas** (if Gas is supplied to your property), **Electricity**, **Water** and **Council Tax** on your behalf, giving them your dates and any readings.

We cannot contact BT, SKY or any cable companies on your behalf to tell them you're moving in. If you want fixed telephone lines, broadband or cable you need to contact the companies directly. They won't talk to us for Data Protection reasons. Simply quote the House/Flat number and Post Code and they can find your new property on their systems.

It takes between three days and two weeks for the utilities companies to set your new account up. The utilities companies will normally write to you to welcome you and to give you their contact details and information on how to pay. If you haven't heard from a particular utility company after two weeks, please let us know as your readings may have gone astray.

Of course, we don't mind you contacting them either to let them know you've moved in. Better they know twice than not at all!

Please do not Switch Electricity or Gas suppliers in your first month as it can cause problems and result in you paying two suppliers. If you do want to Switch, please request this by writing to us or E-mailing us first. You will need permission from your Landlord to Switch.

Remember, if you have any other questions or concerns, please get in touch.

We're here to help.

HOW TO CONTACT US

Because of the nature of our work, where we are often at landlord's or other tenant's properties, helping them with issues, please help us to help you by always leaving just one voicemail if ever you get through to our voicemail system. We promise to call you back as soon as we can.

If you do call, and there is no answer, we're either away from our desks or on another call, so please just leave one voicemail. *There's no need to call more than once. We will always, always call you back as soon as we finish the call we're on or when we get back to our desk.*

CLIENT SERVICES TEAM

Monday to Friday **9am to 5.30pm**

Saturdays **9am to 3pm**



By phone **0845 302 2850**



By fax **0845 203 6336**



By email **client.services@H2L.co.uk**



By text **Text "H2L", leave a space, then your message to 60777.**



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