

# What to Do When You Move In

**There are lots of things to be done when you move into your new home. As well as the info given to you during your tenancy sign up, you may find the following list helpful.**

**There are several organisations and people that you need to tell about your move straight away.**



**1. Electricity supplier.** You can phone 0845 601 5467 to find out who your supplier is.

**Electricity key meters** – for information phone 0800 316 3105. If the property already has a key meter you will need to phone and arrange to get your own key. You will need to provide the meter number.

EDF Energy: 0800 015 1733

Npower: 0800 073 3000 or from mobiles 0330 100 3000

Eon: 0345 303 3040.

**2. Gas supplier.** You can phone 0870 608 1524 to find out who your supplier is.



**3. Housing Benefit / Universal Credit** (new claim or change of circumstances)

Universal Credit – Department of Works and Pensions UC helpline: 0800 328 5644

Housing benefit – Bromley: 0300 303 8670 or email [benefits.bromley@liberata.com](mailto:benefits.bromley@liberata.com)

Housing benefit – Bexley: 0345 302 2317

**4. Council tax**

Bromley: go online to [bromley.gov.uk/council-tax](https://www.bromley.gov.uk/council-tax) or call 0300 303 8670

Bexley: go online to [bexley.gov.uk/services/council-tax](https://www.bexley.gov.uk/services/council-tax) or call 0345 302 2317

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**5. Bank and credit card provider.** Tell your bank and any credit card or other payment card providers your new address.



**6. Thames Water.** Go online to [thameswater.co.uk](https://www.thameswater.co.uk) or call 0800 316 9800 to let them know you have moved in.

**7. Your support workers** if applicable.

**8. Home contents insurance.** You will need to arrange your own home contents insurance. Refer to the leaflet in your sign up pack for more information.



**9. Royal Mail** – ensure you have arranged for redirection of mail from your old address to your new address – the Post Office can assist with this.

**10. The solicitor** helping you with immigration or any other legal matters (if applicable).

## Other services you may need to look up include:

**Refuse & bin collection** – check your bin collection day looking at your council website or by calling:

Bexley council waste and recycling team:  
0208 303 7777

Bromley council waste and recycling team:  
0300 303 8658



**Schools** (if you have children); and a local **doctor** and **dentist** surgeries.

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**You may be asked to provide details of your tenancy agreement as proof of your move or new address. Never let anyone keep your original tenancy agreement, always provide a copy only.** If you have any questions relating to your home or tenancy with PCHA, please refer to our **Staff Contacts Leaflet** to help you contact the right person to help you.