

Moving In and Tenancy Starting

When your tenancy starts you become responsible for the bills and therefore you must:

- contact a supplier for gas and/or electricity and inform them of your initial meter reading so they can set up accounts in your name.
- contact Welsh Water to provide your details and, if you have a meter, provide them with the reading.
- contact a telephone and internet provider if required.
- contact the Royal Mail to redirect your mail from a previous address if required.
- Inform the Department for Work and Pensions of your change of address if you receive any pension or benefit.

If you have moved from another Council property, please ensure that you hand in the keys for your old address. They must be received by noon on the Monday that your new tenancy commences.

The Officer who signed you for the property will provide you with information of any outstanding repairs that are due to be completed after you move in (these repairs should be completed within 25 working days).

Within six weeks of your tenancy starting you will receive a welcome visit from a Visiting Officer.

Important - Re-Commission of Boiler & Gas Appliances

This is important information regarding the commission and testing of the gas appliances within your new property.

You must NOT use any gas fires or the boiler until you have made the following arrangements:-

On moving into your property it is important that you make arrangements with the gas and electricity companies to have your services connected.

Once you have done this and have taken up occupation, you must contact the repair reporting line on 029 20872087 to arrange for a gas engineer to attend to commission and test all the gas appliances.



Electric Meter Serial No:		Gas Meter Serial No:	
Location:		Location:	
Electric Prepayment Meter Readings			
A			
B			
F			
G			
Electric Key Provided		Yes/No	
Gas Prepayment Meter Readings			
Gas Meter Reading			
First Display Debt			
Gas Card Provided		Yes/No	
Credit Meter Reading (Quarterly Read)			
	Rate 1		Rate 2 (e.g. E7, E10 etc.)
Electric Meter Reading			
Gas Meter Reading			
Water Meter (if applicable)			
Water Meter Reading:		Location:	
Removal of Security Screens – 029 20872087			
Date:		Time:	
Heating Engineer – 029 2020872087			
Date:		Time:	
Statement of Moving In			
Hand in by:			

Electricity	
Number for all general enquiries	0800 0525252 (Swalec)
Number to find electricity supplier	0845 6013341 (Western Power)
Electrical Emergencies	0800 0520400 (Western Power)
Gas	
Number for all general enquiries	0800 0725280 (British Gas Installations)
SWALEC	0800 0520567
Number to find gas supplier (MPRN)	0870 6081524 (Transco)
GAS LEAKS	0800111999 (Transco)
Smart Meters	
Smart Meter Removal	0800 980 2481 (Swalec)
Water	
Welsh Water	0800 0520145