

Welcome to your new home, as you start to settle in there are a few steps to follow within the first 48 hours of moving in.

- 1. Check that all your keys work-** Each tenant must have a key to the front door(s) and a key to their room (if a lock is provided). If there are any keys missing please get in touch with Rent in Notts immediately by calling 0115 970 4194
- 2. Ensure you know which bedroom you have taken-** If for any reason there is a mix-up and you or any other tenant at the property are not sure, please get in touch with rent in Notts immediately. Rooms for each tenant are usually chosen before moving into the property to avoid confusion later.
- 3. Notify Rent in Notts of any changes, mobile number, email, changed your university course or home address-** We will be contacting you over the year for various reasons and will require up to date contact information. Please note you will receive notifications of viewing your property via email.
- 4. Make a note of meter readings taken on arrival to the property-** Make sure you know where the meters are kept in your property and whether you have a water meter
- 5. if you do have a water meter at the property-get in touch with Trent Water by calling 0345 750 0500**
  - The names of each member of the house to put on your account
  - The initial meter reading (if applicable)
  - The last day of your tenancy agreement (in order for them to bill you correctly)
- 6. Contact your Gas and Electricity Suppliers-** Open utility accounts for your property, and provide them with initial meter readings. To find the gas supplier for your property, call the "Meter Point Administration Service Line' 0870 608 1524; to find the electricity supplier for your property, call the electricity distribution line on 0845 603 0618
- 7. Familiarise yourself with our fault reporting procedure-** Please ONLY call the office to report an emergency. **AN EMERGENCY IS A SITUATION WHERE THERE IS POTENTIAL RISK TO LIFE OR RISK OF DAMAGE TO THE PROPERTY;** for example, a break in to your property that needs securing, a continues water leak, no heating (winter only), and severe flooding. **To report an emergency, call the office on: 01159 704 194 between 9:30 and 5:30 on Monday-Friday. Out of office hour's emergency number: 07504233697.** Non-emergency should be reported online to [maintenance@rentinnotts.co.uk](mailto:maintenance@rentinnotts.co.uk)
- 8. Open any post delivered to your property that is addressed to 'The Occupier'-** Letters addressed to previous tenants (or names you do not recognise) letters that have a forwarding address on the back (usually sent from large companies) can be put back in the post box with a note on the front to say 'return to sender'".