






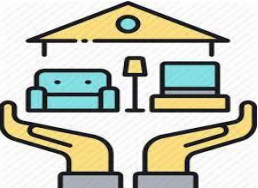


## Move on Information Sheet

This leaflet will provide an overview of what you need to do when you move into your own property:

<p><b>Rent</b></p> 	<p>You need to ensure that you have made arrangements to pay your rent. You may be required to set up a monthly direct debit to pay your rent on a certain date each month. If you are working and are not entitled to Universal Credit, you will need to ensure that you pay your rent, as arranged with your landlord/Letting Agent, out of your wages (and any other income).</p> <p>If you are in receipt of Universal Credit, you will need to update your UC journal to show your change of address and claim Universal Credit Housing Costs. If you are having trouble doing this, you can send UC a message through your online account/journal or call the UC helpline on 0800 328 5644. You will need to supply a copy of your tenancy agreement through your UC journal. The Ukraine team at Winchester City Council can also assist with this if needed – please email <a href="mailto:ukraine@winchester.gov.uk">ukraine@winchester.gov.uk</a>.</p>
<p><b>Service Charges</b></p> 	<p>You may be required to pay service charges for things such as gardening or cleaning of communal areas. Check your tenancy agreement to see what you are responsible for.</p>
<p><b>Council Tax</b></p> 	<p>You will be responsible for paying Council Tax at the property. If your landlord didn't inform the Council that you would be moving in, it is your responsibility to register to pay Council Tax.</p> <p>You can register your details online at <a href="http://www.winchester.gov.uk/council-tax">www.winchester.gov.uk/council-tax</a> or alternatively call 01962 848 288 or email <a href="mailto:counciltax@winchester.gov.uk">counciltax@winchester.gov.uk</a>. You need to click on 'Set up/Log into your online Council Tax account', then chose the button 'Tell us that you have moved home'.</p> <p>If your landlord has informed the Council about your move and you have received your Council tax bill you can pay it online via <a href="http://www.winchester.gov.uk/council-tax">www.winchester.gov.uk/council-tax</a> clicking on 'Pay your Council Tax online'.</p> <p>You may be entitled to Council Tax Reduction and you can apply for this online - <a href="http://www.winchester.gov.uk/council-tax">www.winchester.gov.uk/council-tax</a> – click on 'Apply for Council Tax Reduction'.</p> <p>Please note if your UC credit payment is different every month – your Council Tax may change as well accordingly.</p> <p>If you are residing in the UK under the Homes for Ukraine Scheme, you may also be eligible for a 'Homes for Ukraine Discount' of up to 50% off of your bill. You can either contact the Council Tax team to let them know and provide a copy of your letter from the Home Office,</p>

	<p>or please contact the Ukraine team at Winchester City Council and they can speak to Council Tax on your behalf.</p>
<p><b>Gas and Electricity</b></p> 	<p>You may be required to pay the gas and electricity bills in your home. Please check your tenancy agreement to find out if these are included in your tenancy or whether you need to pay yourselves.</p> <p><b>To find out your Gas Supplier:</b></p> <p>Talk to the Meter Point Administration Service – you can:</p> <ul style="list-style-type: none"> <li>• Use their online ‘find my supplier’ search tool: <a href="http://www.findmysupplier.energy">www.findmysupplier.energy</a></li> <li>• Call them on 0870 608 1524 (calls to this number are charged at 7p per minute, plus your phone company’s access charge)</li> </ul> <p><b>To find out your Electricity Supplier:</b></p> <p>Energy Network Operators can tell you who your electricity supplier is:</p> <ul style="list-style-type: none"> <li>• Use the Energy Network Association search tool to find your network operator by postcode: <a href="http://www.energynetworks.org/customers/find-my-network-operator">www.energynetworks.org/customers/find-my-network-operator</a></li> <li>• Then contact the network operator for your supplier details.</li> </ul> <p>You will then need to contact your Gas and Electricity supplier(s) to inform them you have moved into the property. Please ensure you take meter readings on the date you move into the property, as you will need to provide these to your supplier(s).</p> <p>You may wish to set up a monthly direct debit to pay your bill. Your supplier will set an amount based on your estimated usage.</p>
<p><b>Water</b></p> 	<p>You might be responsible for paying the water bill as a tenant, or it may be included in your tenancy. If you’re not sure, check your tenancy agreement.</p> <p>If it is your responsibility, you need to contact Southern Water to inform them that you have moved into the property:</p> <p><a href="http://www.southernwater.co.uk/help-advice/contact-us">www.southernwater.co.uk/help-advice/contact-us</a>  Contact number: 0330 303 0277</p>
<p><b>Phone and Broadband</b></p>	<p>As a tenant, you will need to pay for the phone line and broadband. You can choose not to have a landline – many people just use their mobile phones. You can look online to find the best deals available in your area.</p>

	<p>Please follow this link for options of low-cost broadband options for people who are claiming Universal Credit, Pension Credit and some other benefits:  <a href="https://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs/">https://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs/</a></p>
<p><b>TV Licence</b></p> 	<p>If you are watching local TV or any TV live (including Sky, Netflix, Amazon Prime, YouTube) using any device including mobile phone, you will need to pay for a TV licence. You can pay for this online at <a href="http://www.tvlicensing.co.uk">www.tvlicensing.co.uk</a>. A TV licence costs £159 per year. You can pay this in one go, or spread the cost by monthly Direct Debit.</p> <p>Please read carefully when you need a TV license because it's not only about watching television and you may be fined up to £1000 if watching TV or streaming illegally.</p> <p>If you decided that you don't need a TV license you need to inform about this by filling in the form on their website, via post or by calling them. More details can be found here <a href="#">What to do if you don't need a TV Licence - TV Licensing™</a>. After this a visit to your property can be arranged to check that you don't need a TV license.</p>
<p><b>Contents Insurance</b></p> 	<p>Contents insurance provides insurance for anything in your home including furniture, carpets, clothes, jewellery etc. It is important to organise contents cover as soon as you move into a property to ensure you are protected straight away. It is a good idea to shop around for contents insurance deals and make sure you accurately value the things you own when you take out insurance.</p>

**Change of address:** You will need to let certain companies know that you have changed address. For example:

- Mobile phone provider
- Bank
- UK VI account [Update your UK Visas and Immigration account details: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/update-your-uk-visas-and-immigration-account-details)
- Car insurance
- Universal credit / Pension credit
- DVLA
- Child Benefit
- Any other benefits you are receiving
- Childcare provider/schools
- Loans/Credit Cards
- Online shopping e.g. Amazon, eBay etc
- GP – you may wish to register with a GP closer to where you are moving to
- Dentist – you may wish to register with a dentist closer to where you are moving to
- Other medical services e.g. hospital
- Employer

- Hampshire County Council and Winchester City Council Ukraine team – for Homes for Ukraine Scheme
- Hampshire Home Choice – you will need to update your change of circumstances on Hampshire Home Choice. This change may mean that you no longer qualify for the register and your application may be closed.

**Furniture and white goods:** When you move into your own accommodation, you may need to purchase furniture and white goods if the property is unfurnished. There are various charities and local groups who may be able to assist with low-cost, or even free, items:

Emmaus – [www.emmaus.org.uk/hampshire/shop/bar-end](http://www.emmaus.org.uk/hampshire/shop/bar-end) - Bar End Road, Winchester, SO23 9BN. Tel: 01962 868300.

Facebook groups – I need a whisk; Totally Free – Winchester; Stuff for Sale in Chandlers Ford, Eastleigh, Winchester.

Winchester Vineyard Church – [www.winchestervineyard.org](http://www.winchestervineyard.org) – Unit A, Bar End Industrial Estate, Bar End Road, Winchester, SO23 9NP. Tel: 01962 863217. Email: [hello@winchestervineyard.org](mailto:hello@winchestervineyard.org).

Scratch Charity – [www.scratchcharity.co.uk](http://www.scratchcharity.co.uk) – 33 Mount Pleasant Industrial Estate, Southampton, SO14 0SP. Tel: 02380 773 132. Email: [reception@scratchcharity.co.uk](mailto:reception@scratchcharity.co.uk). You may require a referral from Winchester City Council for this.

**Post Redirection:** As you are moving address, you may wish to set up 'Redirection' through the Royal Mail. You can do this online at [www.royalmail.com/personal/receiving-mail/redirection](http://www.royalmail.com/personal/receiving-mail/redirection). You can redirect your mail for 3, 6 or 12 months. This is a chargeable service and cost starts at £33.99.

**Hampshire Home Choice** – when you move, you will need to update your change of address and circumstances on your Hampshire Home Choice application. If you move to private rented accommodation, or out of the Winchester district you may no longer qualify for the register and your application will be closed. Once you have lived in the Winchester district for 12 months or more, you will be eligible to reapply.