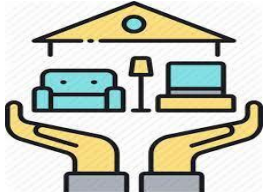


Move on Information Sheet

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

Rent 	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). 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 ukraine@winchester.gov.uk.
Service Charges 	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.
Council Tax 	You will be responsible for paying Council Tax at the property. It is your responsibility to register to pay Council Tax. You can register your details online at www.winchester.gov.uk/council-tax or alternatively call 01962 848 288 or email counciltax@winchester.gov.uk. 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'. When you have received your Council tax bill you can pay it online via www.winchester.gov.uk/council-tax clicking on 'Pay your Council Tax online'. Council tax can be paid by direct debit. This is easy to set up on the Council website - Council Tax - Winchester City Council The details and installment amounts can be found at the bottom of your council tax bill. You may be entitled to Council Tax Reduction and you can apply for this online - Council Tax Reduction - Winchester City Council – click on 'Apply for Council Tax Reduction'. Please note if your UC credit payment is different every month – your Council Tax may change as well accordingly. A 'Homes for Ukraine' discount has been available to those residing under the scheme. Please be aware and prepare for the fact that your

	council tax bill will increase once you move away from this VISA. It is important that you update your VISA information with the Council Tax team as soon as you move away from the Homes for Ukraine VISA to ensure that your bill is updated quickly and you do not receive a backdated bill.
Gas and Electricity 	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. To find out your Gas Supplier: Talk to the Meter Point Administration Service – you can: • Use their online ‘find my supplier’ search tool: www.findmysupplier.energy • Call them on 0870 608 1524 (calls to this number are charged at 7p per minute, plus your phone company’s access charge) To find out your Electricity Supplier: Energy Network Operators can tell you who your electricity supplier is: • Use the Energy Network Association search tool to find your network operator by postcode: www.energynetworks.org/customers/find-my-network-operator • Then contact the network operator for your supplier details. 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). 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.
Water 	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. The water bill covers the provision of fresh water and removal of waste water. If it is your responsibility, you need to contact your water supplier(s). The company may vary depending on where you are located in the district however most properties are covered by Southern Water. You will need to inform your supplier(s) that you have moved into the property: www.southernwater.co.uk/help-advice/contact-us Contact number: 0330 303 0277 Southern Water will advise you if they do not cover your property and provide you with the correct details.

Phone and Broadband 	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. Please follow this link for options of low-cost broadband options for people who are claiming Universal Credit, Pension Credit and some other benefits: https://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs/
TV Licence 	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 license. You can pay for this online at www.tvlicensing.co.uk. A TV licence costs £180 per year. You can pay this in one go, or spread the cost by monthly Direct Debit. 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. 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 What to do if you don't need a TV Licence - TV Licensing™. After this a visit to your property can be arranged to check that you don't need a TV license.
Contents Insurance 	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.

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
- Council Tax
- 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 - 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 – Unit A, Bar End Industrial Estate, Bar End Road, Winchester, SO23 9NP. Tel: 01962 863217. Email: hello@winchestervineyard.org.

Scratch Charity – www.scratchcharity.co.uk – 33 Mount Pleasant Industrial Estate, Southampton, SO14 0SP. Tel: 02380 773 132. Email: 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. 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 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.