

Moving home to do list

- Ending your tenancy.** If you are moving into accommodation not managed by either Camden Council or a housing association we have nominated you to, you need to give 4 weeks written notice to end your tenancy.
- Packing.** If you are packing yourself begin at least two weeks before your move if possible. Label boxes with the details of their contents and the room in which they are to be placed at the new address. Pack heavy objects with the lighter ones: do not overstrain boxes or backs. Sort out and dispose of rubbish. Sell unused items, or give them away (below). We are afraid we will have to charge you for anything left behind that needs to be cleared or stored (seen note on page 3).
- Unwanted items.** Our environment services can arrange a [free doorstep collection](#) of any reusable furniture. For non-reusable furniture they can organise a [special clearance](#), which in some circumstances may be free of charge (e.g. OAPs and those on income support). Both of these can be arranged [online](#) via www.camden.gov.uk or via environment services (tel 020 7974 4444).
- Storage.** Arrange storage if you need this. Talk to your housing officer if we need you to move.
- Recycle.** Other unwanted items can be given away to charities or by using organisations such as Freecycle (<https://www.freecycle.org/>).
- Change of address.** There are free online change of address services (e.g. www.iammoving.com) which will help you notify a range of services including amenities, banks, credit cards, gym clubs and magazine subscriptions and so on. This includes many of the following:
 - Bank.** Advise of change of address.
 - Savings.** Advise of change of address.
 - Premium bonds.** You can update your address online at www.nsandi.com or by phone on 08085 007 007 if you have registered to do so. Otherwise write to NS&I, Glasgow G58 1SB with your name, date of birth, account holder or customer numbers, old and new address and moving date.
 - Credit/Store cards.** Advise of change of address.
 - Standing orders.** Give your new address to companies with which you have a hire purchase agreement or a loan.
 - Employer/Payroll.** Advise of change of address.
 - Inland Revenue.** You can either notify the HMRC using the [on-line form](#) found at www.hmrc.gov.uk or by calling 0300 200 3300 or textphone 0300 200 3319. If you are paid through PAYE they will also update records for **income tax** and **national insurance**, tax credits and benefits including **child benefit** and services including the **Pension Service**.
 - Department of Work and Pensions.** Depending on what you receive you will either need to contact your Job Centre Plus or the Disability Service Centre 0345 605 6055 or 0345 712 3456.
 - Housing benefit.** Let the housing benefit service know you are moving either [on-line](#) or by letter to the benefits service, c/o Camden Town Hall, Judd Street, London WC1H 8NG or in person at [5 Pancras Square](#), London N1C 4AG.

- Electoral register/Council tax.** Notify the council tax section of your new address (tel 020 7974 4444) or [on-line](#) at www.camden.gov.uk.
- Pension.** Advise the Pension Service on 0345 606 0265 (there is no on-line service for this) or private scheme of your change of address.
- Insurances.** Notify your broker or individual insurance companies: motor, household contents, life and other insurances.
- BUPA/Private medical.** Advise of change of address and /or research new schemes.
- Driving licence.** This can be [done online](#) or by post. For photocard holders complete the 'changes' section on letter D741 (or complete a D1 application form from most Post Office branches) and send both to DVLA, Swansea, SA99 1BA. For paper licences, complete a D1 application form. Send this, a form of ID that features a passport size photo, a passport size photo and application fee to DVLA, Swansea, using the postcode on the form.
- Vehicle registration certificate (V5C).** Complete new address details on section 6 of your log book, sign and date it and send the whole log book to DVLA, Swansea, SA99 1BA.
- Car breakdown services.** This is especially important if home start is included as part of your cover.
- Doctor /Dentist /Optician.** You may need to de-register if you are moving away. You can ask them if it applies to you and research alternatives nearer to your new address. Liaise with hospital if undergoing regular treatment.
- Schools.** Notify your child's school of their leaving date and advise new school as soon as possible.
- TV licence.** You can do this on-line at www.tvlicensing.co.uk or write to TV licensing, Darlington DL98 1TL or 0300 790 6144.
- Landline and broadband:** Contact your suppliers and let them know your moving date. Moving home is also an opportunity to get a better deal.
- Mobile phone:** Let your mobile phone provider know your change of address.
- Rental/Hire purchase companies.** Advise of your change of address.
- Subscriptions.** Notify all organisations/clubs/charities to which you subscribe of your new address.
- Mail redirection.** The Post Office provides a mail redirection service [on-line](#) at www.royalmail.com although this can't be used for more than 8 people or on behalf of someone who is deceased. Visit your nearest Post Office in those circumstances. It takes up to 5 working days to get a redirection sorted out.
- Electricity.** Contact your existing company (a list of suppliers is provided at the end of this to do list) and tell them when you are to move into your new home. Give at least a 48 hours' notice. You should read your meter on your last day and advise your supplier of the reading to avoid being over charged on your final bill.
- Gas.** As electricity (above). Both the gas and electric market are now open to competition and you can choose your supplier. There are various websites online that will help you chose a new supplier at your new address. Paying by direct debit will generally give you the most competitive quote.

- Water.** If you have a water meter you should read your meter on the day that you move and give this to your supplier. Thames Water allow you to do this [on-line](http://www.thameswater.co.uk) at www.thameswater.co.uk.
- Carpets/Curtains.** If you are ordering these new, confirm the correct delivery dates.
- Library.** Make sure that you take all the books back that you have on loan.
- Items on Loan.** Return borrowed items to your friends and neighbours.
- Milk/Papers.** Settle outstanding accounts and cancel supplies.
- Dry cleaning.** Collect all remaining items.
- Resolve parking problems.** Sort out lift access if you live in flats.
- Other support.** If you receive support from floating support, social services, district nurses, carers etc make sure you inform them of your move.
- Pets.** Ideally make arrangements for your pet/pets to stay with a friend, relative or neighbour. If you do not have any friends or family that can take them, consider booking them into a boarding kennel for the night. Have a tag made with your name and new phone number. If they escape during the move or after, this will increase their chances of getting back to you.
- Disconnect major appliances.** Allow to defrost and dry out.
- Refreshments.** Pack separately and have to hand a box containing your kettle, mugs, washing up liquid, cleaning products, toilet paper, coffee, tea, etc (see the items of things to pack separately for other suggestions overleaf).
- Removals.** Ask friends or neighbours for recommendations and shop around for estimates. The British Association of Removers (BAR) (<http://www.bar.co.uk/>) can provide up to 4 no-obligation estimates. When the removals company calls, clearly point out anything that is not to go (remember you will be charged to remove anything left behind after you leave).
- Do it yourself move.** If you are moving yourself, remember to book a van at least a week before your move. When packing, put heavy items in first so that the bulk of the weight is toward the front.
- Once the van is loaded** walk around the house to ensure all items have been placed in the vehicle.
- Hand in your keys to us.** These need to be handed in by noon Monday to avoid being charged an additional week's rent. You will be asked to sign our vacation form which you will be given a copy of. This is your record of when keys are returned so it is important you keep this.

Please note that due to clearance costs we now have to charge you if any belongings, furniture or rubbish is left behind in the property or garden after you have handed in keys. The advice earlier in this leaflet may help you find ways of getting rid of unwanted belongings. It will probably cost you more if we have to organise this after you have left so you should try do this beforehand.



Utility companies

Supplier	Website address	Contact no
Avro energy	www.avroenergy.co.uk	0330 0885 754
Bristol energy	www.bristol-energy.co.uk	0808 281 2222
British gas	www.britishgas.co.uk	0800 048 0202
Co-operative energy deal	www.cooperativeenergy.coop	0800 781 1605
Edf energy	www.edfenergy.com	0800 096 4063
e-on	www.eonenergy.com	0333 202 4643
Economy energy	www.economyenergy.co.uk	0333 103 9053
First:Utility	www.first-utility.com	01926 320 700
Green Star energy	www.mygreenstarenergy.com	0330 088 1619
iSupply	www.isupplyenergy.co.uk	0330 202 0298
Npower	www.npower.com	0800 073 3000
Octopus energy	https://octopus.energy	0330 808 1080
PFP Energy	www.pfpenergy.co.uk	01771 897 355
Robin Hood energy	https://robinhoodenergy.co.uk	0800 030 4567
Scottish Power	www.scottishpower.co.uk	0800 027 0072
So energy	www.so.energy	0330 111 5050
SSE Southern Electric	www.southern-electric.co.uk	0345 071 7991
The energy deal	http://theenergydeal.com	0800 028 1020
TOTO energy	http://totoenergyllc.com	
The Utility Warehouse	www.utilitywarehouse.co.uk	0333 777 0888

Suggested items to pack separately

Item	Tick	Item	Tick
Kettle		Toilet rolls	
Milk		Light bulbs	
Tea or coffee		Small tool kit	
Cups		Torch	
Snacks		Lighter	
Bedding/towels		Pen and paper	
Scissors		Corkscrew	
Toiletries (don't forget the toothpaste)		A few pieces of basic cutlery, crockery, can opener. You may fancy a takeaway on your first time at your new property	
Coins & notes		Keys, car etc	
First aid kit		Pet food	

We wish you good luck in your new home