



Housing People

# New Home Information: What you need to know



# Getting ready to move

## Moving In

This leaflet provides useful advice on the important things you will need to do now that you are moving into your new home.

## Getting Connected

Now that you have signed up for your tenancy, you will have to register with the gas and electricity suppliers as a new tenant and make arrangements for getting connected and paying your bills.

◆ **Gas** to find out who your new gas supplier is contact Transco on 0870 608 1524 ( Minicom 0800 371 787)

◆ **Electricity** to find out who your new electricity supplier is, contact NPASS on 0845 601 5972.

Once you have found out who your new suppliers are contact them directly. Remember to have the meter readings for your new address (including the postcode) ready when you ring up.

## Changing your gas or electricity Suppliers

You do not have to stay with the companies who are currently supplying gas and electricity to your home. You can choose which ever company you want to supply your fuel. If you want to change supplier, you must arrange this yourself. This can take more than 4 weeks to do so you should act as soon as possible if you want to change.

## Water

South West Water is the provider for water in this area.

If you are moving house, want to discuss or set up a payment plan or if you have any queries or concerns about your account or water meter then visit **[www.southwestwater.co.uk](http://www.southwestwater.co.uk)** where you can apply online or request a call back from their customer advisor

Tel: 0800 083 1821  
Minicom:0800 169 9965





# Telling other people that you have moved

## Telephone/Internet

If you want to have a phone/ internet at home, you should contact the company that you want to use.

The company's customer services department will be able to tell you about the services they provide and how to get connected.

Remember, if you had a phone at your last address, you may be able to take the number with you. Also, if there is already a phone line at your new home, you may only have to pay a reconnection fee.

## Redirecting your mail

Royal Mail will redirect your mail from your old home to your new one for a charge.

To arrange this you will need to fill an application form, this can then be posted to royal mail, taken to your local post office or alternatively a redirection can be completed via a form online at **[www.royalmail.co.uk](http://www.royalmail.co.uk)**



## Changing your address

Even if you get Royal Mail to redirect your mail, you must remember to give your new address to the following people:

- ◆ Bank or Building Society
- ◆ Credit card/Store Cards
- ◆ Insurance company(s)
- ◆ Benefits Agency, DWP, Housing
- ◆ Benefit office
- ◆ Council Tax
- ◆ DVLA if you have a driving licence or own a vehicle
- ◆ Social services, homecare services or other help
- ◆ Bus Pass
- ◆ Schools
- ◆ Library
- ◆ Employer
- ◆ Doctor
- ◆ Dentist
- ◆ Optician
- ◆ Hospital
- ◆ TV Licensing



# Helpful contacts for your move



## Phone

**Cornerstone**  
01392 273462

**Exeter City Council**  
01392 277888

**East Devon District  
Council**  
01395 517457

**Mid Devon District  
Council**  
01884 244601

**Teignbridge Council**  
01626 361 101

**South West Water**  
0344 346 1010

**TV Licensing**  
0300 790 6165

**Transco** (Find out who  
supplies your gas) -  
0870 608 1524

**NPASS** (Find out who  
supplies your electricity)  
0845 601 5972.



## Text

Text us on 07491 163432, start your message with:

"Rents" to contact us about your accounts,

"Bal" to get your account balance

"Repair" to report a repair

"Card" to order a new payment card

"DD" to set up or change a direct debit.

# Helpful contacts for your move



## Email

**Housing Benefit -**  
[housing.benefit@exeter.gov.uk](mailto:housing.benefit@exeter.gov.uk)

**Council Tax -**  
[council.tax@exeter.gov.uk](mailto:council.tax@exeter.gov.uk)



## Websites

**Report a change in circumstances for benefit claims -**  
[www.gov.uk/report-benefit-change-circumstance](http://www.gov.uk/report-benefit-change-circumstance)

**Royal Mail redirection -**  
[www.royalmail.com](http://www.royalmail.com)

**DVLA - Change your driving licence -**  
[www.gov.uk/change-address-driving-licence](http://www.gov.uk/change-address-driving-licence)

**My Tenancy** check your account balance, view your  
rent account, report repairs, update your personal  
details and contact us online-  
[www.mytenancy.co.uk/](http://www.mytenancy.co.uk/)

**Travel Devon - Change your bus pass details**  
[www.traveldevon.info](http://www.traveldevon.info)

For more information, call the Housing Team  
on **01392 273462** or email  
**mail@cornerstonehousing.net**



**Cornerstone Housing**  
Cornerstone House, Western Way, Exeter, Devon EX1 1AL

Customer Services - 01392 273462

**[www.cornerstonehousing.net](http://www.cornerstonehousing.net)**