

Moving Checklist

Helpful information for settling into your new home smoothly

Welcome to your new home. This guide gives you practical information about moving in, checking the property, keeping important documents safe, looking after the home, and contacting the property manager when support is needed.

2. Before Moving In

Before the move-in date, tenants should make sure they understand the tenancy terms, payment arrangements and property access details. This helps avoid confusion on the day of moving in.

- Read and keep a copy of the tenancy agreement, licence agreement or occupancy terms provided.
- Confirm the agreed move-in date, key collection arrangements and any parking or access instructions.
- Only make payments using the official payment method provided by the landlord or managing agent.
- Save the contact details for maintenance, emergency support and rent/payment queries.
- Arrange contents insurance if you want cover for your personal belongings, as the landlord's insurance will not normally cover tenant possessions.

3. On Move-In Day

On the day of arrival, tenants should take time to familiarise themselves with the property before fully unpacking. This includes checking access, safety devices, utilities and any communal areas.

- Check that all agreed keys, fobs, parking permits and access codes have been received.
- Locate the stopcock, fuse board, gas/electricity meters and boiler controls where applicable.
- Test doors, windows and locks and report any concern promptly.
- Check smoke alarms, heat alarms and carbon monoxide alarms where provided. Do not remove or tamper with alarms.
- Review any instructions for appliances, heating systems, bins, parking and communal areas.

4. Inventory and Property Condition

The inventory or check-in report records the condition of the property at the start of the tenancy. It helps protect both the tenant and the landlord if there is a disagreement at the end of the tenancy.

- Read the inventory or check-in report carefully after moving in.
- Take clear photos of any existing marks, damage, missing items, stains, mould, leaks or maintenance concerns.
- Send any comments or evidence within the timeframe stated in your tenancy documents or as requested by the managing agent.
- Keep copies of your email, photos and any written response for your records.

5. Important Documents to Keep Safe

Tenants should keep digital and/or printed copies of important tenancy and property documents. These may be needed during the tenancy or when moving out.

- Tenancy agreement or licence agreement.
- Deposit protection certificate and prescribed information, where applicable.
- Inventory or check-in report.
- Gas Safety Certificate, where applicable.
- Electrical Installation Condition Report or electrical safety confirmation, where applicable.
- Energy Performance Certificate, where applicable.
- How to Rent guide, if applicable to the tenancy type.
- Any property-specific house rules, HMO rules or serviced accommodation rules.

6. Safety and Property Care

Good day-to-day care helps keep the property safe, comfortable and in good condition. Tenants should report problems early so that repairs can be assessed before they become more serious.

- Keep fire exits, hallways and communal areas clear at all times.
- Use extractor fans, trickle vents and regular ventilation to reduce condensation and mould risk.
- Report leaks, damp, heating problems, electrical faults and appliance issues as soon as they are noticed.
- Do not carry out alterations, decorate, change locks or install fixtures without written permission.
- Dispose of rubbish correctly and follow local bin collection arrangements.
- Respect neighbours and keep noise to a reasonable level, especially during early mornings and late evenings.

7. Reporting Repairs and Maintenance

Repair requests should be reported using the approved contact method. Clear information helps the property manager arrange the correct response more efficiently.

- Provide your name, property address and contact number.
- Describe the issue clearly, including when it started and whether it is getting worse.
- Attach photos or videos where helpful.
- Explain whether access is available and whether the issue is urgent.
- For emergencies, follow the out-of-hours emergency process provided by the managing agent.

8. Utilities, Council Tax and Services

Depending on the tenancy agreement, tenants may be responsible for setting up or updating utility accounts, council tax and broadband. Always check the tenancy agreement to understand what is included and what is the tenant's responsibility.

- Take meter readings on move-in day where meters are accessible.
- Confirm which bills are included and which bills must be arranged by the tenant.
- Update council tax, electricity, gas, water and broadband providers where required.
- Keep evidence of meter readings and account setup for your records.

9. Moving Out in the Future

Although this guide is focused on moving in, tenants should also understand the importance of leaving the property in good condition at the end of the tenancy.

- Give notice in line with the tenancy agreement when you are ready to leave.
- Return all keys, fobs, permits and access devices.
- Remove personal belongings and rubbish.
- Clean the property to the required standard and check the move-out instructions provided.
- Provide a forwarding address and final meter readings where applicable.

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This guide is provided for general information only and does not replace the tenancy agreement, legal notices, statutory guidance or property-specific rules. Tenants should refer to their signed tenancy documents and contact the managing agent if anything is unclear.

