



LET-BUY-INVEST PROPERTIES

Moving In Guide

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1. Welcome

Welcome to your new home. This guide brings together everything you need to know as you move in, from what to expect on the day, to who to contact if anything comes up. We want your move to be as smooth as possible, so please take a few minutes to read through this guide and keep it somewhere handy for later reference.

2. Before You Move In

This section applies to standard tenancies. If you have been placed with us by a local council as temporary accommodation, this section does not apply to you — please refer to Section 11 for the process that applies to your placement instead.

Before your tenancy starts, we will have carried out the following, and you will have been asked to provide certain information as part of the process:

- Right to Rent check — as required by law, we check that all adult occupiers have the legal right to rent property in England before the tenancy begins
- References and, where applicable, a guarantor check
- Your deposit, if applicable, taken and protected in a government-approved tenancy deposit scheme
- Your tenancy agreement prepared and signed by all parties
- An inventory and schedule of condition prepared for the property

If you have not yet completed a Right to Rent check, please contact us as soon as possible, as we are unable to grant access to the property until this is complete.

3. Your Deposit

If a deposit has been taken for your tenancy, it will be protected in a government-approved tenancy deposit protection scheme within 30 days of receipt. You will be provided with the prescribed information confirming



which scheme your deposit is held in, the amount protected, and how to apply for its return at the end of your tenancy. Please keep this information safe, as you will need it later.

4. What You Will Receive

At or before the start of your tenancy, you should receive the following:

Document / Item	Details
Tenancy agreement	Your signed copy for your records
Government 'How to Rent' guide	The current version, as required by law at the start of every tenancy
Gas Safety Certificate (CP12)	If the property has a gas supply
Electrical Installation Condition Report (EICR)	Confirming the property's electrical safety check
Energy Performance Certificate (EPC)	Showing the property's energy efficiency rating
Deposit protection certificate & prescribed information	Confirming your deposit is protected in a government-approved scheme
Inventory / Check-In Report	A record of the property's condition and contents at the start of your tenancy
Keys and any fobs/entry codes	For the property and any communal areas

If you believe you are missing any of the above, please contact us using the details in Section 12 and we will arrange for a copy to be sent to you.

5. Moving In Day

- Collect your keys and any entry fobs or codes as arranged with us
- Take photographs and note any existing damage, marks, or issues, and compare these against the inventory or schedule of condition provided
- Take meter readings for gas, electricity, and water (where applicable) on the day you move in, and keep a note or photo of these
- Locate the stopcock (water shut-off valve), the fuse box / consumer unit, and the boiler, so you know where these are in an emergency
- Test all smoke alarms and carbon monoxide alarms to confirm they are working
- Check that all keys provided work in their respective locks

If anything doesn't match the inventory, or you notice a problem, please report it to us within 7 days of moving in so it can be recorded and, where necessary, addressed.

6. Setting Up Your Utilities



- Contact the gas and electricity suppliers using the meter readings you took on move-in day to set up your account
- Register for Council Tax with the local council for the area, and check whether any discounts or exemptions apply to your household
- Set up or transfer a water account with the local water company, where applicable
- Arrange broadband and any other services you require
- If you are receiving housing benefit or Universal Credit housing element, make sure your claim reflects your new address as soon as possible

7. Redirecting Your Post

We recommend setting up mail redirection with Royal Mail from your previous address, and updating your address with your bank, employer, GP, and any other important contacts as soon as possible after moving in.

8. Contents Insurance

Let-Buy-Invest Properties insures the building itself, but this does not cover your personal belongings. We always advise tenants to take out their own contents insurance, so that your possessions are protected against fire, flood, theft, escape of water, or accidental damage. This is not compulsory under your tenancy, but we strongly recommend it for your own protection — please see our Tenant's Maintenance Responsibilities guide for further detail.

9. Your Responsibilities

As a tenant, you're responsible for day-to-day upkeep of the property, testing smoke and carbon monoxide alarms, preventing condensation through ventilation and heating, and reporting repairs promptly. A full breakdown of what you are responsible for, and what we are responsible for, is set out in our Tenant's Maintenance Responsibilities guide, provided alongside this document.

10. Reporting a Repair or Problem

If something isn't working, or you notice a repair is needed, please let us know as soon as possible using any of the following:

- Email: info@let-buy-invest.co.uk
- Telephone: 0800 158 3548 (24 hours)
- Post: Let-Buy-Invest Properties, 200b Mitcham Road, CR0 3JG
- Online: www.let-buy-invest.co.uk

Our response timescales for repairs, and full guidance on condensation and damp, are set out in our Tenant's Maintenance Responsibilities guide and our Condensation, Damp & Mould guide.



11. Temporary Accommodation Placements

If you have been placed with us by a local council, the following additional information applies to your move-in.

11.1 How Your Placement Works

You will be placed with us by your local council. Once we receive your placement, we will contact you directly to book a move-in appointment. Please make sure the council and our team have an up-to-date phone number and email address for you, so we can reach you promptly to arrange this.

11.2 Furniture We Provide

As part of your placement, we provide the following furniture as standard:

- Bed (single or double, depending on the property and household size)
- Wardrobe
- Chest of drawers
- Dining table
- Fridge freezer
- Cooker

A washing machine is not provided as standard — where a property already has a washing machine fitted, you are welcome to use it, but if one is not already in the property, you will need to arrange your own.

Please tell us in advance of your move-in appointment what furniture you need (for example, bed size, or any specific item required for your household), so we can make sure the property is set up correctly before you arrive.

11.3 Registering with Suppliers

Once you have moved in, you are responsible for informing the relevant suppliers that you are now living at the property, including:

- The local council, for Council Tax purposes
- The electricity supplier
- The water supplier
- The gas supplier

If you have a television, you must also inform TV Licensing, as you are responsible for holding a valid TV licence at the property. Arranging internet/broadband is also your own responsibility.

11.4 Reporting an Issue with Your Placement

Please report any issue relating to your placement to us directly first, using the details in Section 10, so we can investigate and respond. If you remain unhappy following our response, you should then raise the matter with your placing council, consistent with our Complaints Handling Procedure.

11.5 Paying Your Rent



For council placements, your rent is paid directly to Let-Buy-Invest Properties by your placing council — you do not need to make any rent payments to us yourself. If any additional charge does apply to your placement (for example, a service charge covering specific items such as utilities in some types of accommodation), this will be clearly set out in your offer letter or placement paperwork, and we will confirm this with you directly. If you are ever asked to make a payment and are unsure whether this is correct, please contact us using the details in Section 12 before paying anything.

11.6 What to Do If Your Circumstances Change

If there is a change in your circumstances, or a change relating to the property you are living in (other than repairs, which are covered in Section 10), please let us know as soon as possible using the details in Section 12. A change of circumstances could include:

- A change in the people living in the property, for example someone moving in or out, or a baby being born
- A change to your or a household member's place of work or education
- A change to the health or support needs of anyone in the household
- A significant change to the property itself, such as a major disrepair issue

Depending on the nature of the change, it may be appropriate to review whether your current placement still meets your household's needs, or whether this should be discussed with your placing council.

12. Who to Contact

For anything relating to your tenancy, please contact:

- Contact: Jelena Nasi
- Email: jelena.nasi@let-buy-invest.co.uk
- Telephone: 0800 158 3548 (24 hours)
- Address: 200b Mitcham Road, CR0 3JG
- Website: www.let-buy-invest.co.uk

We hope you're very happy in your new home. Welcome once again, and please don't hesitate to get in touch if you have any questions at all.

Approved by: JN Date: 01/07/2026 Next Review Date: 01/07/2027