

Moving House Information and Checklist

This information sheet is for individuals who are moving from the Homes for Ukraine Scheme into private rented accommodation or social housing. It is split into three sections:

1. Things to do on day one.
2. Change of address checklist.
3. Setting up council tax and utility providers.

1. Things to do on day one

- ✓ Check meter readings. Take photos of the readings and write them down.
- ✓ Make sure you have paid all outstanding bills at your old property and/or close accounts with previous utility providers (only applicable if moving from other bill paying accommodation).
- ✓ Inform the following about your change of address:
 - Post Office (optional)
 - Home Office
 - Drivers licence / DVLA / insurance
 - Your bank, insurance, pension and credit card companies
 - Doctor and dentist
 - Your employer
 - National Insurance / DSS offices
 - TV Licensing
 - College / school / skills & learning courses
 - Online subscriptions

(See below for further information)

2. Change Of Address Checklist

- Update your address with the Post Office**

The Post Office have a mail redirection service. Signing up to this service will guarantee that any mail addressed to you will be redirected to your new address. This is not essential, but it will ensure you don't miss any important documents whilst you are changing your address with organisations. There is a fee for this service, and you can pay to get your mail redirected for the next 3, 6 or 12 months.

 - To apply, you can visit your local post office or complete the form online using this link [Redirection - Get Mail to Your New Address | Royal Mail Group Ltd](https://www.royalmail.com/redirect)
- Update the Home Office**

It is not necessary to apply for a new BRP, but it is important to notify the Home Office of your change of address. You can do this online using the link below.

 - <https://www.gov.uk/change-circumstances-visa-brp>

Update your driver's license/ car documents

Your driver's license will also need to be updated with your new address. It is vital that you do this as soon as possible, otherwise you can incur a fine of up to £1000.

- You can do this via [post](#) or through the [DVLA website](#).
- If you bought car in the UK, you must update your vehicle log book (V5C) if you change your address. It's usually free to update it. You can do this online using the link below.
- [Change your address on your vehicle log book \(V5C\): Change your address - GOV.UK \(www.gov.uk\)](#)
- You should also [update your vehicle tax Direct Debit](#) (if that's how you pay)

Update your car insurance details

If you have car insurance, you will need to let your insurer know about your change of address. This is because your premium may be affected by the move. For example, if you are moving from a rural area to an urban one, your premium will likely increase. Conversely, if you are moving from an urban area to a rural one, your premium may decrease.

- To update your address with your insurer, you can either call them or do it online. You will need to provide your old and new addresses, as well as your car registration number.
- It is important to note that if you move during the policy term, there may be a short period where you are not covered. This is because the insurer will need to update your details and calculate your new premium.

Change your address with your bank

- It is important to update your address with your bank so that:
 - Outstanding checks can be forwarded.
 - Direct debits, standing orders, credit cards and loans can be linked with the correct address.
- To change your address with the bank, you can either go into a branch or do it on your online bank account. You will need to provide your old and new addresses, as well as your account number and sort code.

Update your Universal Credit journal

- If you are getting Universal Credit, you should also make changes in your online journal - <https://www.gov.uk/universal-credit/changes-of-circumstances>
- It is important to update your housing costs to make sure you are receiving all benefits that you are entitled to. To provide evidence of housing costs you will need:
 - A scanned copy of you Tenancy Agreement (PDF or JPG).
 - A scanned copy of a bill with your name and new address (PDF or JPG). The quickest way to get this is to sign up for Council Tax at the

new property as soon as possible. This usually takes 3-5 days to arrive.

- Update your address if you are in receipt of Pension Credit**
 - If you receive Pension Credit you need to update your address to the Pension Service: <https://www.gov.uk/pension-credit/change-of-circumstances>
 - You can either do this by phone: 0800 731 0469
 - Ask for an interpreter on the phone if you need help communicating.
 - Or by post via a letter to the address on your Pension Credit letters.

- Update your address if you are in receipt of Personal Independence Payment**
 - If you receive PIP you will need to update your address when you move address.
 - Call the PIP helpline: 0800 121 4433 (Ask for an interpreter on the phone. The DWP must provide an interpreter if you request one)

- Update your address with your GP**
 - You will need to update your address details on your NHS records. You can do this by calling the NHS helpline or by updating your details online.
 - You will need to provide your old and new addresses, as well as your NHS number. This is important so that you can continue to receive healthcare at your new address.
 - It is also crucial that you have your current healthcare providers forward any information about your care, especially if you have a sensitive health status, to your new provider. This will ensure a safe and smooth transition to your new primary health care provider.
 - You need to find GPs that are near where you are living and can use this website to find one: <http://www.nhs.uk/Service-Search/GP/LocationSearch/4>.

- Let Your Employers Know**
 - It is important to let your employers know about your change of address as they will need to update your contact information in their systems.
 - Doing this will also ensure that you continue to receive your pay checks and other important mail from the company.
 - You can update your address with your employer by calling them or sending an email. You will need to provide your old and new addresses, as well as your employee number (if you have one).

- Update NIN/HRMS/DSS/Child Benefit offices**
 - You need to notify National Insurance about your new address through this link - [Tell HMRC about a change to your personal details: Change of name or address - GOV.UK \(www.gov.uk\)](#)
 - Complete the forms online.

- Update providers of courses such as Skills and Learning (or any other Colleges/courses enrolled in)**
 - Contact the main office via phone, email or visiting the main reception. They will advise whether you need to complete a form or do this online. This will ensure that any certificates and updates reach you at your new address.
- Update School**
 - Contact your child's school via phone, email or visiting the main reception. They will advise whether you need to complete a form or do this online.
- Change address for online subscriptions and services**
 - Don't forget to update your address for online services such as Amazon, Netflix etc.

3. Council Tax and Utility Providers at your New Address

- A. Council Tax
- B. Gas/Electricity
- C. Water
- D. Internet
- E. TV Licence

A. Council Tax for Ukrainians under the Homes for Ukraine Scheme

Change of address for Council Tax can be reported online:

<https://www.dorsetcouncil.gov.uk/council-tax/council-tax/council-tax-change-in-circumstance>

If the online form doesn't work, then email CT at: revenueservices@dorsetcouncil.gov.uk with the following info:

- Full names of all adults (18+)
- Date when tenancy agreement starts (or completion date if property is purchased)
- Date when people physically move in

If the property is empty and unfurnished between the TA start date and m/in date, then Empty and Unfurnished Discount (E&U) can be applied for:

<https://www.dorsetcouncil.gov.uk/council-tax/discounts-and-exemptions>

Also, to get the 50% discount for Ukrainian refugees, you will need to write an email to revenueservices@dorsetcouncil.gov.uk. See the template below as an example.

Template email:

Dear Sir or Madam,

I understand that Ukrainian nationals residing in the UK under the H4U scheme are liable for 50% of their Council Tax bill when they live in privately rented accommodation. Please find attached a scan of our BRP's as proof. Please recalculate my Council Tax bill from (your moving in date)

in light of this.

My current address: _____

My previous address: _____

Moving in date: _____

Kind regards,

(Your name/Surname)

(Your phone number)

*you have to attach a scanned/photographed copy of your BRP cards for each member of your family

B. Gas/Electricity

Once you have moved in, you need to let your providers know that you want to set up an account. Often in the tenancy agreement you can find the information about current providers. If you are liable for the bills in your name, then you can switch providers.

'Which?' provide a list of some of the UK energy suppliers here:

<https://www.which.co.uk/reviews/energy-companies/article/best-and-worst-energy-companies/which-energy-survey-results-ajqM43e6ycY8>

Most suppliers allow you to get an online quote.

To register and find out your tariff you can write an email to the service provider. You will find a sample below:

Hello,

We have just rented a house/flat (full new address). My landlord is your customer.

I would like to have a quote for my tariff.

We moved in, and my tenancy started on (date/month/year).

Our previous address was with a sponsor family under the Homes for Ukraine Scheme.

With kind regards,

(Your name/Surname)

(Your phone number)

*you have to attach a scan of your TA (usually its 1st,2nd and a last pages.)

C. Water.

As with gas and electricity, you must register for water services as well. Usually in Dorset, the water provider is Wessex Water. All registration could be doing online through the link below <https://www.wessexwater.co.uk/bills-and-accounts/new-customer>

Before you start, check you have the following:

- The date you moved in.
- Your new address.
- An initial meter reading if your new home is metered.

D. Internet provider.

There are many different Internet providers on the market. you can choose yours according to your preferences.

For example, BT have special rates for people who receive universal credit, more information can be found here https://www.bt.com/exp/broadband/home-essentials?s_cid=con_bt_dg-home_awin_aff_vidAJM_254429-Editorial+Content&vendorid=AJM&utm_source=Affwin&utm_medium=https%3A%2F%2Fwww.bt.com%2Fexp%2Fbroadband%2Fhome-essentials&utm_campaign=254429&awc=3041_1694708283_1fe1f9141720a658fa2385924ef94fa7

All you need to do is select a service provider online and fill out their online form. Internet can take a few weeks to set up, so it is worth thinking about this in advance.

E. TV License

If you watch television in the UK then you need to pay for the TV License. **The cost is £13.25 per month.** If you are moving house or setting up an account for the first time then you can do so here: <https://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/youre-moving-address-aud23>

Comparison websites which can help you find the best deal for your utilities:

[Compare Utilities Deals | Compare the Market](#)

[Confused.com - See things clearly with Confused.com Rewards](#)

[Go.Compare™ Official Site | Quick and Easy Quotes in Minutes \(gocompare.com\)](#)