

# Herefordshire Community Network

## Support for Ukraine – information for guests

### Important Steps When Moving House

#### Financial

Banks and credit card companies need to know your new details. This includes current account and credit card providers. They may use your current address as a security check or to verify your identity.

Contact:

- Banking and savings account providers
- Credit card companies
- Pension services.

#### Utility Suppliers

Tell your utilities providers the exact date you are moving. Take meter readings and photographs of them. Do this in both your old and new home. If you move from the sponsor you will need to set up a new account.

Contact:

- Water supplier

Mains water in Herefordshire is supplied by

[Welsh Water \(Dwr Cymru\)](#)

This is the link If you're a brand new customer to Welsh Water then you can use this service to create an account. You can scan the QR code as well to access the website.

[Moving home | Dŵr Cymru Welsh Water \(dwrcymru.com\)](#)



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### [Severn Trent Water](#)

If we need to create a new account or move the account from one property to another one. Use the link below or scan the QR code

[New Customer | My Account | Severn Trent Water \(stwater.co.uk\)](#)



### GAS AND ELECTRICITY

This website for helping to choose the utilities <https://www.uswitch.com/>



It looks at all possible options and shows the cheapest. It will allow you to have a choice.

To set up an account, you'll need:

- The date you move in and some information about your new home.
- Your bank details and meter readings (if applicable).

Paying by Direct Debit is the cheapest and easiest way to pay.

If you already have an account and do not want to switch supplier, you will need to inform the utility company that you are moving. They will need a meter reading on the day that you move. Remember to take a photograph of the meter.

### Regular Bills

This means any company that provides a service you pay a regular bill for. This might be:

- Home phone
- Broadband
- Cable TV
- Mobile phone

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### Health Services

Let any medical organisations know you're moving. Register with your new local GP asap. There may be a delay in getting treatment if you don't. So Go to the local medical practice and fill the form out.

Contact:

- Local NHS GP surgery – register ASAP.
- Dentist/optician/physio/chiropractor/counsellor etc...

### Work And Education

The following people will need your most current address details:

Contact:

- Your employers
- Company pension
- Children's schools, colleges and educational institutions

In Year Transfers are most common for families who move house to a new area or can no longer easily access their current school.

Please contact the team of school admissions on:

- Telephone: 01432 260927
- Email: [schooladmissions@herefordshire.gov.uk](mailto:schooladmissions@herefordshire.gov.uk)

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Council tax

[Council Tax – Herefordshire Council](#)

To register for Council Tax or to notify the department that you are moving, you need to complete a change of address form.

[Update your Council Tax details – Herefordshire Council](#)



### Things to do before and after you move

#### Around TWO WEEKS to go

- Finalise removal details – confirm times, phone numbers, parking and directions
- Pack sufficient medication for the moving period
- Organise child and pet care for moving day
- Book house cleaning, dismantling of flat pack furniture, plumber for the dishwasher and washing machines etc
- Cancel local services you receive. Settle outstanding bills e.g. newspapers, gardeners, cleaners, window cleaner, milk deliveries
- Use up freezer foods and other perishables

#### Around ONE WEEK to go

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- Gather all important items and documents in one place e.g. passports, driving licenses, house deeds, wills, insurance papers, jewellery and cash
- Finish as much packing as possible. Be systematic
- Write destination rooms on packing boxes
- Arrange mail redirection service
- Defrost freezer
- Return any borrowed items
- Give away items you won't be taking with you
- Do all your washing of linen and clothing – box up and label
- Organise payment for your move
- Budget for emergencies
- Inform friends and relatives your change of address
- Arrange a time to collect keys to your new home from the Estate Agent



### The DAY BEFORE you move

- Charge your phone!
- Walk around your house for a final, thorough check
- Pack an overnight bag for the family. Make sure you have toothbrushes, pyjamas, wash bag, medications, clean underwear, make-up and towels handy
- Make sure you have the keys to your new house. Or collect them in advance. Gather together keys for all locks from your old home. Maybe leave the new owners a list of which keys are for where
- Inform friends and relatives the time of your move. Find as many pairs of extra hands as you can

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### MOVING DAY

- Record all utility meter readings: water, electricity and gas. Take a photo of the meters
- Pack fragile boxes in your own transport
- One person should stay until your movers have emptied the house. They should make sure you are happy everything is accounted for, You will have to sign as confirmation
- Leave all keys for the new owners
- Secure windows. Make sure utilities are switched off
- Keep contact details for your conveyancer, estate agent and removal company

### ON ARRIVAL in your new home

- Confirm what goes where. any special instructions to your removal company
- Account for each item on your inventory. Check for damaged missing items. Only sign once are happy
- Locate your essential items
- Put your important documents in a safe place
- Read utility meters in your new home. Again, take a picture
- Check all the keys for the property work
- Inspect the house and garden – make sure it is child/pet-proof if applicable.



Give  
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you  
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**Follow our Step by Step Process, Relax, Enjoy your New Home**

Information correct as of 1.08.2024