

To do start of tenancy

Check and familiarise with the notice board and contact list

Check and familiarise with water, electricity, gas, phone/ internet service points and stop valves and fuse boards

		Possible meter	Possible meter	Possible Stopcock and Main switch 1	Possible Stopcock and Main switch 2
		Location 1	Location 2		
	gas	Under stairs	Outside by entrance	Under stairs	Outside by entrance
	electric	Under stairs	Under stairs	Under stairs	Above entrance door
	water	Under kitchen sink	Outside on pavement	Under kitchen sink	Under stairs or lounge, entrance
	Phone/internet	Entrance hall	Lounge room	Entrance hall	Lounge room

Check and familiarise with central heating boiler and temperature controls

Set hot water and heating temperature controls to the desired times to turn on and off

Check and familiarise with keys, locks for doors and windows

Check and familiarise security matters

Check and familiarise with appliances

Check and familiarise with smoke alarms and carbon monoxide alarms and testing

Inform utility companies with meter reading and set up accounts in tenant names

Check and place recycling bins accordingly if additional bins required, please check link

Kingston upon Thames

<https://www.kingston.gov.uk/bins-recycling-rubbish>

https://www.kingstonlettings.com/wp-content/uploads/sites/13/notice_recycling-compressed.pdf

<https://www.kingstonlettings.com/wp-content/uploads/sites/13/recycling-information-kingston.pdf>

Southwark, London

<https://www.southwark.gov.uk/bins-and-recycling/recycling>

<https://www.kingstonlettings.com/wp-content/uploads/sites/13/notice-recycling-poster-southwark.pdf>

<https://www.kingstonlettings.com/wp-content/uploads/sites/13/recycling-information-southwark.pdf>

Maintenance required

If there are any maintenance items required, then please make a list of items, and inform by completing the form as soon as possible here

<https://www.kingstonlettings.com/maintenance-request.html>

Council tax

Full time students are exempt and do not pay council tax

Process is to provide details to the council that the occupant is a student and the council will verify these with relevant authorities

Contact the local council and provide the tenant details and the property address

Provide necessary documents to the council

Once verified council will issue the exemption to the occupants of the property

If an occupant is working then council tax will be payable to the council

For applicable council tax bands and amounts council website link here

<https://counciltaxrates.info/kingston-upon-thames-borough-council>

Utility service providers

The property will have continuous gas, electricity and water services connected. Once check in is complete and keys collected the tenant to contact utility suppliers and change the account name to the incoming tenant names, highly recommend at least two joint names to be included in utility accounts

Check in report will have the meter readings and the supplier names.

If current supplier names are not known, then use the links below to locate these

Who is my gas or electricity supplier?

<https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/connections-and-moving-home/who-my-gas-or-electricity-supplier>

Who is my water supplier?

<https://www.ofwat.gov.uk/households/your-water-company/map/>

Who are the internet suppliers in the area?

<https://switchly.co.uk/>

<https://www.whoismyisp.org/>

Useful contact list is here

<https://www.kingstonlettings.com/useful-contacts.html>

updated January 2023