

## HOUSING REFERRAL TENANT CHECK LIST

- TV License** - A TV license is required by all households that own a television. For initial purchases and information on license renewal contact BBC TV direct on 0870-241-6468 or access their web site at [www.bbc.co.uk](http://www.bbc.co.uk)
- Telephone** - Contact British Telecom on 0800-872-872 or access their web site at [www.bt.co.uk](http://www.bt.co.uk) . Or choose from the list of telephone providers supplied
- Gas Supply** - Your landlord will be able to advise you who your gas supplier is, be sure to contact them with your meter readings to set up your account. This supplier should not be changed without your landlords permission
- Electricity** - Your landlord will be able to advise you who your electricity supplier is, be sure to contact them with your meter readings to set up your account. This supplier should not be changed without your landlords permission
- Council Tax** - All personnel on orders residing in the local community are exempt from council tax. You are required to supply their local council with a completed exemption form and a copy of their orders. The housing office holds forms for most of the local district councils
- Water Rates** - If they are not included in your rent, phone Anglian Water on 0800-919-155 or access their web site at [www.anglianwater.co.uk](http://www.anglianwater.co.uk) and give them your name, address and move in date
- Loaner Furniture And Appliances** - Your landlord needs to sign the Landlord/Tenant statement found in your lease package. This needs to be taken to building 73 at RAF Feltwell (226-7030) with a copy of your orders
- Insurance** - The landlord will have insurance covering property structure on the premises, but it is your responsibility to obtain renters insurance for your own possessions for fire and theft

**NB.** The security deposit is NOT the last months rent. If you are to be absent for more than 7 days always advise your landlord, and guard against burst pipes

## **BRITISH UTILITIES**

### **Telephone Companies**

British Telecom	<a href="http://www.bt.co.uk">www.bt.co.uk</a>
Tiscali	<a href="http://www.tiscali.co.uk">www.tiscali.co.uk</a>
Talk Talk	<a href="http://www.talktalk.co.uk">www.talktalk.co.uk</a>
Militel	<a href="http://www.militel.net">www.militel.net</a>
NTL	<a href="http://www.ntl.com">www.ntl.com</a>
Telecom Plus	<a href="http://www.telecomplus.org.uk">www.telecomplus.org.uk</a>
MCI Worldphone	<a href="http://www.mciworldphone.com">www.mciworldphone.com</a>
Rapid Link	<a href="http://www.rapidlink.com">www.rapidlink.com</a>
AT and T	<a href="http://www.atandt.com">www.atandt.com</a>
Sprint	<a href="http://www.sprint.com">www.sprint.com</a>

### **Internet Service Providers**

AOL	<a href="http://www.aol.co.uk">www.aol.co.uk</a>
BT Broadband	<a href="http://www.bt.co.uk">www.bt.co.uk</a>
Tiscali	<a href="http://www.tiscali.co.uk">www.tiscali.co.uk</a>
Talk Talk	<a href="http://www.talktalk.co.uk">www.talktalk.co.uk</a>

### **Cable Television**

Cablecom Investments	<a href="http://www.cablecom.co.uk">www.cablecom.co.uk</a>
Sky Television	<a href="http://www.sky.com">www.sky.com</a>

<b>Anglian Water</b>	<a href="http://www.anglianwater.co.uk">www.anglianwater.co.uk</a>
----------------------	--

### **Gas and Electric Providers**

British Gas	<a href="http://www.house.co.uk">www.house.co.uk</a>
Powergen	<a href="http://www.powergen.co.uk">www.powergen.co.uk</a>
Npower	<a href="http://www.npower.co.uk">www.npower.co.uk</a>
Scottish Power	<a href="http://www.scottishpower.co.uk">www.scottishpower.co.uk</a>
Southern Electricity	<a href="http://www.southern-electricity.co.uk">www.southern-electricity.co.uk</a>
EDF Energy	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
Atlantic Electric and Gas	<a href="http://www.atlanticeg.com">www.atlanticeg.com</a>

### **The Gas and Electricity Consumer's Council**

**Energywatch** is the independent gas and electricity consumer watchdog. They provide advice and information on a range of gas and electricity issues or helps consumers to resolve complaints about their utility supply. You must give your gas or electricity supplier the opportunity to solve the problem first, but if you are still not satisfied, Energywatch can investigate your complaint further.

For free independent advice with your gas and electricity problems, please contact

Energywatch on:

Telephone: 08459-06-07-08

Email: [enquiry@energywatch.org.uk](mailto:enquiry@energywatch.org.uk)

Website: [www.energywatch.org.uk](http://www.energywatch.org.uk)

### **Ofgem**

Ofgem's overriding aim is to promote choice and value for all gas and electricity customers, where it can be competitive, and through regulation only where necessary. You can contact Ofgem at 9 Millbank, London, SW1P 3GE, phone 020-7901-7000 or Regents Court, 70 West Regent Street, Glasgow G2 2QZ, phone 0141-3331-2678, or access their web site at [www.ofgem.gov.uk](http://www.ofgem.gov.uk)

### **Energy Price Comparison Services**

There are a number of internet price comparison services that can provide a comparison of prices offered by domestic gas and electricity suppliers. Five companies have signed up to an OFGEM voluntary code for such services and they can be found at :

[www.buy.co.uk](http://www.buy.co.uk), [www.saveonyourbills.com](http://www.saveonyourbills.com), [www.ukpower.co.uk](http://www.ukpower.co.uk), [www.unravelit.com](http://www.unravelit.com), and [www.uSwitch.com](http://www.uSwitch.com). Energywatch is responsible for deciding which services meet the standards of the code and for ensuring those services continue to meet the standards in future.

### **Energy Efficiency**

For information on saving money by using your energy more efficiently, call the energy Advice Center Network on 0800-512-012 or access their web site at [www.est.org.uk](http://www.est.org.uk)

## Tenant Checklist

On completing the signing of a lease it is useful to check the key points below with your landlord/property agent.

	Tick
A copy of the Gas Certificate	<input type="checkbox"/>
Instructions for appliances, boiler etc	<input type="checkbox"/>
Location of water shut off, meters, gas shut off etc	<input type="checkbox"/>
Location of property boundary	<input type="checkbox"/>
Landlords phone contact number/s	<input type="checkbox"/>
Inventory Check	<input type="checkbox"/>
Car Parking	<input type="checkbox"/>
Fire Exits (i.e. Doors, Windows etc.)	<input type="checkbox"/>
Keys To Property (Windows, Doors & Outbuildings)	<input type="checkbox"/>
Location Of Carbon Monoxide Detector	<input type="checkbox"/>