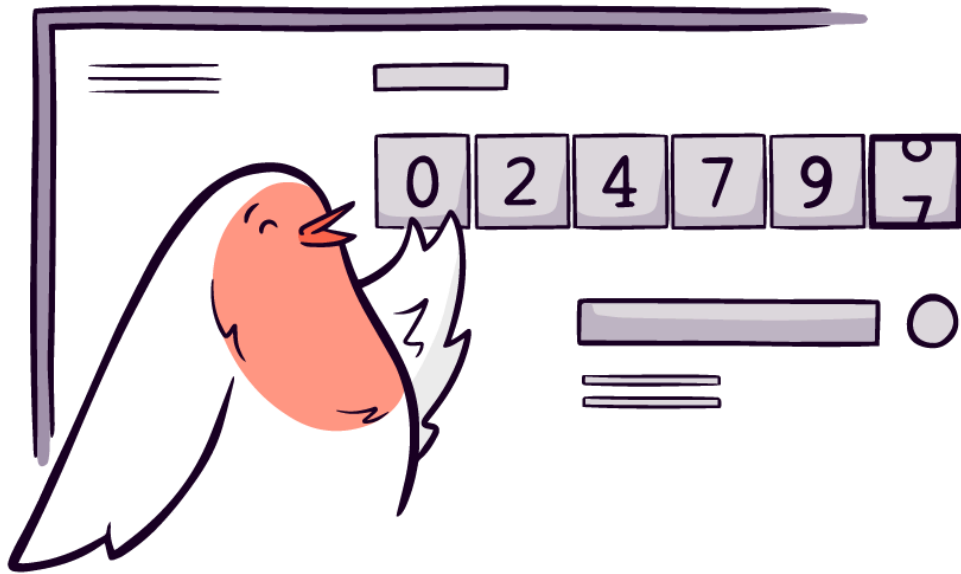


A GUIDE TO

The Just Move In Void Management Service



Just Move In

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Who are Just Move In?

Just Move In set out to make moving home easier for tenants, buyers and sellers. As well as make agents' lives easier by managing the tedious admin that comes with letting a property. We offer utilities management and void management services for agencies to streamline change of occupancy processes, and a free Home Setup service for movers when they move home. You can find out more [about us](#), and [about our agency services](#).

We have over eight years' experience delivering industry leading utilities management, including change of occupancy notifications and utilities set up. Our dedicated team and direct integrations with national meter databases and suppliers mean accurate, efficient switching.

Just Move In are proud to have been a certified B Corporation since 2018. We plant a tree for every customer we help and every void bill we process. Our 5* Home Setup Service helps incoming tenants find the best deals for their Home Services, where your tenants can use our clever platform, speak to one of our friendly team or a blend of the two.

Who are Ovo?

Ovo launched in 2009 to make energy better for people, their wallets and the planet. They now serve millions of members and have planted over 5 million trees.

Ovo's customer benefits include:

- Rewards for off-peak usage
- Boiler cover and concert ticket access
- Earning low-carbon tech like solar panels or EV miles
- In-home expert assessments (EPCs, Home Health Reports, energy upgrades)
- Exclusive ticket access for concerts

These benefits are available to tenants who stay with Ovo when moving in.

Just Move In

We partner with Ovo because of our shared sustainability focus. Their tree planting programme launched in 2015 works with The Woodland Trust and The Conservation Volunteers. In parallel, the Ovo Foundation supports young people, climate education and access to green spaces.

Benefits of the Void Management service

Managing utilities during a void is often complex:

Tenants may switch suppliers during tenancy, leaving you unsure who supplies the property.

Void bills are small, but errors in opening/closing accounts can cause admin headaches.

Multi-property portfolios require dealing with multiple suppliers and processes.



With Just Move In's Void Management service, you make the most of empty properties and benefit from:

- Saved admin time - we open and close accounts for you
- £10 credit per fuel towards the landlord's energy bill
- 20 days with no standing charges — only pay for usage
- Control of void accounts: you specify account holder and billing contact
- No higher rates for the landlord or the next incoming tenant.
- Flexibility for new tenants - they can switch away or stay with Ovo
- A tree planted for every property switched

How the process works

Step 1: When you process an end of tenancy as usual, you will see a button indicating if the property is enrolled into the void programme. If you haven't done so before, you can opt in the property at this point. You will need to confirm details such as fuel type and the billpayer for the void period (usually the landlord). Just Move In then gets notified of the upcoming end of tenancy and void management request.

The image shows two screenshots from the Just Move In system. The left screenshot is a 'Vacate Property' form for '6, Cornwall Terrace, Truro, Cornwall, TR1 3RT'. It shows 'Vacate in Progress' and 'Void Management disabled' buttons. The form includes sections for 'Tenancy Details' (with fields for Agreement Name, Amount, Dates, Term, etc.) and 'Tenant Names' (listing 'Ms Angela Smith & Mr ...'). The right screenshot is the 'Void Management' settings page for '10 St. Lawrence Forstal, Canterbury, Kent, CT1 3PA'. It shows 'Void Management settings' with a toggle for 'Void Management is enabled for this property'. Below are fields for 'Responsible for void payments' (Agent), 'Bank account for payments' (PM Test Client Account - 12345678), 'Billing details' (First name: Chris, Last name: Horroll, Email address for Just Move In updates: chris.horroll@pm.co.uk, Email address for energy supplier updates: chris.horroll@pm.co.uk, Telephone: 01234567890), and 'Utilities to switch' (Gas and Electricity checked). At the bottom are 'Save Changes' and 'Terms & Conditions' buttons.

You can also enroll the property into the void service at any point through the Property Settings page.

Step 2: One week before tenancy ends, Just Move In notify Ovo of the liability change.

Step 3: Ovo processes the change: they request a switch from the incumbent supplier, prompting the close of the outgoing tenant's account, open the void account, and take supply from the day after the tenancy ends.

Note that the energy supply will:

- Be held by the landlord or agency
- Be placed on a Standard Variable Tariff
- Bills are sent to the nominated account holder via email

Step 4: Void period is live. The first bill is generated one month later or when the void period ends, whichever comes first.

Just Move In

You can access a view of your void request(s) at any time through the Property Settings page.

Step 5: When a new tenancy is agreed, process the move-in as usual and Just Move In will automatically be notified.

Step 6: Just Move In notify Ovo of the new tenancy. Ovo will: close the void account, issue the final void bill and open the new tenant's account.

Step 7: Next tenant moves in. They may stay with Ovo who will contact them directly, or switch to any other supplier. If the tenant opted in to the Just Move In Home Setup service, Just Move In will contact the mover to help set up their utilities.

Important things to be aware of

Submitting a void request late

Ovo need at least 72h to process a void request. Late requests can mean:

- Supply switches after void start, leading to two suppliers in the void period
- Any issues in the switching process will further delay the start date .

Amending move dates late after void has been requested

If the end of tenancy date is updated less than 7 days before the original, notify Just Move In immediately on voidqueries@justmovein.com as the void request would have been sent over to Ovo.

If the update is under 72h of the original date, it is too late to amend the request. An erroneous transfer will be needed to return supply, and a new switch cannot be requested until the erroneous transfer has been cleared, which can take up to 6 weeks.

Data protection will be set up on the details for the void correspondence

Ovo will contact only the registered email address for the void. If you use another email and cannot confirm account holder name, supply address or registered email, Ovo may refuse to discuss the account. If this happens, please contact Just Move In on voidqueries@justmovein.com.

Ensure the correct fuels

Just Move In

When requesting the void, you will be asked whether the property has gas. Please enter this information accurately, as errors will delay the switching process.

How to opt in to the service

Void management is baked into Alto. When managing end of tenancies on your platform, you will have the option to request the void service.

You can opt in at a property level, whereby a void request will automatically be raised for each subsequent move out. You can also opt your entire portfolio in.

You can opt in either while processing a move out, or at any point through the Property Settings page.

When things don't go as planned

What happens if the move is cancelled?

Cancel as normal in your system. Just Move In will automatically be notified and update the void request.

- If cancelled less than 24h before the void start date, Ovo may be unable to stop the switch, leading to an erroneous transfer request to revert the switch.
- We recommend emailing voidqueries@justmovein.com if cancelling on or after the move date.

What happens if the void period is cancelled, but the move out is still going ahead?

Cancel the switch directly within the Property Settings page in Alto up to 7 days before the end of the tenancy. If you need to cancel the switch after that, please email voidqueries@justmovein.com.

If cancelled less than 24h before the void start date, Ovo may be unable to stop the switch, leading to an erroneous transfer request to revert the switch.

What happens if the move date changes?

Just Move In

Follow your usual process to update the tenancy dates, and Just Move In will automatically adjust the void request accordingly.

Please note, if less than 72h notice is given for a date change, Ovo may be able to update the switch start date, requiring an erroneous transfer.

Are all properties eligible?

Properties must:

- Have a tenancy ending
- Not include energy bills in rent
- Not have pre-payment/key meters (smart meters in pre-pay mode are accepted)
- For HMOs, all tenants must leave for a void switch to be raised.

I can't seem to contact Ovo about a void account I set up?

The email address provided on void set up is the only one Ovo will use. If contacting them with a different email and where you were unable to provide the account holder name and/or supply address and/or registered email address, you may be refused access. Contact Just Move In on voidqueries@justmovein.com if this happens.

What happens if the bill is incorrect?

We recommend raising queries directly with Ovo on hello@ovoenergy.com, but you may escalate issues to Just Move In on voidqueries@justmovein.com.

Why is Just Move In contacting me directly?

If there are issues with confirming the property's address or the meters at the property, you may receive an email from Just Move In's team directly asking for additional information. If that's the case, please provide the missing information in a timely manner as the switch can't go ahead otherwise.

Support for queries

Just Move In

For a faster resolution we recommend going directly to the energy supplier:

hello@ovoenergy.com - your main point of contact for any query or issue.

Please note bills will come from no-reply@ovoenergy.com. You may want to add this email to your contact list to avoid bills going into your junk or spam folder.

You can also escalate issues to Just Move In on voidqueries@justmovein.com.

