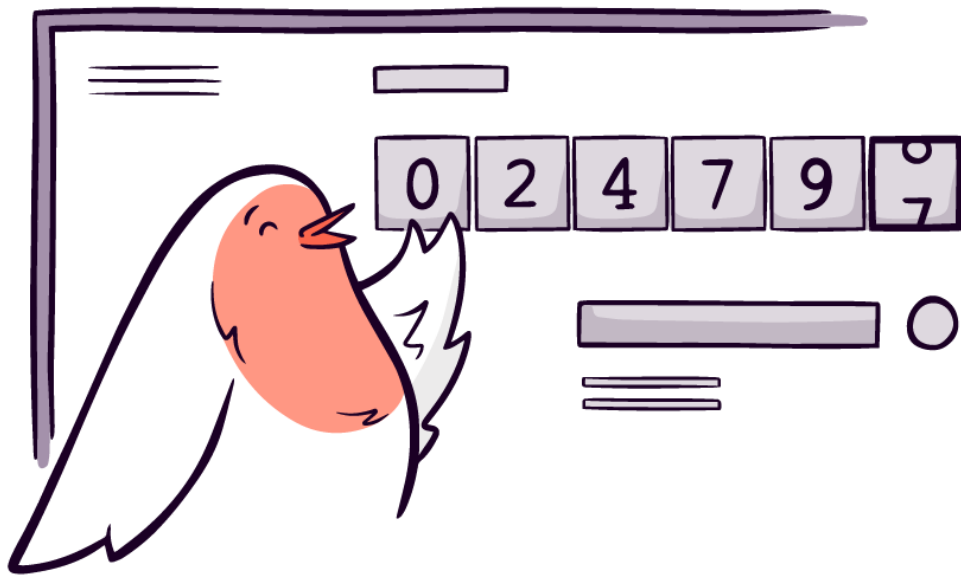


A GUIDE TO

The Just Move In Void Management Service



Contents

Who are Just Move In?	Pg 2
-----------------------	------

Who are British Gas?	Pg 2
----------------------	------

Benefits of Void Management	Pg 3
-----------------------------	------

How the process works	Pg 4
-----------------------	------

When things don't go as planned	Pg 6
---------------------------------	------

Who are Just Move In?

Just Move In set out to make moving home easier for tenants, buyers and sellers. As well as making 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 British Gas?

British Gas was founded in 1812 and is one of the UK's largest energy suppliers, serving millions of homes and businesses across the country. As part of the Centrica group, they combine over 200 years of energy expertise with modern smart technology.

British Gas's customer benefits include:

- Smart meter installation and in-home energy monitoring
- Hive smart home technology (thermostats, smart plugs, lighting)
- Exclusive rewards and cashback through the British Gas Rewards programme

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

We partner with British Gas because of our shared commitment to supporting customers through home transitions. British Gas also supports vulnerable customers through their Energy Trust and Priority Services Register

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:

- Commission for every successful void switch
- Saved admin time - we open and close accounts for you
- £15 credit per fuel towards the landlord's energy bill
- 30 days with no standing charges — only pay for usage
- Switch both credit and prepayment meters
- 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 choose a retention tariff with British Gas
- A tree planted for every property switched
- Smart Meter Installation on request

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 the 'Vacate Property' form for '6, Cornwall Terrace, Truro, Cornwall, TR1 3RT'. It shows a 'Vacate in Progress' status and a 'Void Management disabled' button. The form includes sections for 'Tenancy Details' (with fields for names, dates, and amounts) and 'Tenant Names' (listing 'Ms Angela Smith & Mr ...'). The right screenshot is the 'Void Management' settings page for the same property. It shows 'Void Management settings' with a toggle switch set to 'On'. Below this are fields for 'Responsible for void payments' (Agent), 'Bank account for payments' (PM Test Client Account - 12345678), and 'Billing details' (First name: Chris, Last name: Harroll, Email address for Just Move In updates: chris.harroll@pm.co.uk, Email address for energy supplier updates: chris.harroll@pm.co.uk, Telephone: 01234567890). There are also checkboxes for 'Utilities to switch' (Gas and Electricity) and a 'Save Changes' button.

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

Step 2: Preferably, two weeks before tenancy ends, Just Move In notify British Gas of the liability change. We can still submit voids to British Gas up to the date the tenancy ends. We will switch credit meters up to the tenancy end date, prepayment requires 5 days before the tenancy end date to switch.

Step 3: British Gas processes the change: they request a switch from the incumbent supplier, prompting the closing of the outgoing tenant's account, open the void account, and aim to take over the supply from the day after the tenancy ends. If you took closing meter reads, these can be shared with Just Move In and we pass them on to British Gas.

Note that the energy supply will:

Just Move In

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

Step 4 : Void period is live.

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

Step 6: Just Move In notify British Gas of the new tenancy. British Gas will: close the void account, issue the final void bill and open the new tenant's account. If you took opening meter reads, share them with Just Move In so they can be passed to British Gas.

Step 7: A bill is generated when the void period ends.

Step 8: Next tenant moves in and is automatically placed on a SVT (Standard Variable Tariff) with British Gas. They may choose to stay with British Gas on a retention tariff which Just Move In can facilitate or the tenant could choose to switch to an alternative supplier with support from Just Move In's Home Setup service.

Important things to be aware of

Submitting a void request late

Where British Gas aren't the current supplier, they need at least 48h to process a credit void switch request, 5 days for a prepayment switch request.

Late requests can mean:

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

Submitting a void request after a move in has been processed

If the void request is late, and especially if the void period is short, the switch may go live after a next tenant has moved in. This would move the account away from the move in tenant, switch the supply while in the responsibility of someone else, and the void account will not be closed as expected.

Just Move In

This requires an erroneous transfer to correct, which we aim to avoid where possible.

Amending move dates late after void has been requested

If the end of tenancy date is updated less than 14 days before the original, notify Just Move In immediately as the void request would have been sent over to British Gas.

If the update is under 48 hours 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.

Frequent erroneous transfers may affect your access to the void service.

Providing Meter Readings

For a meter read to be accepted as an opening or closing read, they have to be taken within 5 days of the move date. These can be submitted directly to us (we support meter read submission for most of our partnerships), or directly to the energy supplier.

- British Gas will use smart reads where available
- Without reads, opening and closing reads will be estimated based on historical usage.

Ensure the correct fuels

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

Void Bills

Void bills will be sent to the provided correspondence address after the void period has been closed.

Welcome Correspondence

No welcome correspondence will be provided from British Gas. Just Move in confirmation will provide evidence the void account was successfully registered.

How to opt in to the service

Void management is baked into the Just Move In partner portal. When managing move outs on the Just Move In partner portal, you will have the option to request the void service.

This can be done either as part of the process to add a new move manually, or on the Move Overview page for any tenancy.

When things don't go as planned

What happens if the move is cancelled?

Cancel as normal in your system. Just Move In will update the void request.

- If cancelled less than 24h before the void start date, British Gas may be unable to stop the switch, leading to an erroneous transfer request to revert the switch.
- We recommend also emailing voidqueries@justmovein.com if cancelling less than a week before the void start date.

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

Cancel the void request via the Just Move In partner portal up to 14 days before the end of the tenancy.

If you need to cancel the switch after that, please email voidqueries@justmovein.com and Just Move In will address manually.

If cancelled less than 48h before the void start date, British Gas may be unable to stop the switch, leading to an erroneous transfer request to revert the switch.

What happens if the move date changes?

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 48 hours notice from the tenancy end date is given for a date change, British Gas may be unable to update the switch start date, requiring an erroneous transfer.

What happens if I haven't received a void bill?

Just Move In

Where a void has been successfully closed and you haven't received a bill, please reach out to voidqueries@justmovein.com who should be able to provide you an electronic copy of the bill when it is available to be downloaded from the British Gas Portal.

Are all properties eligible?

Properties must:

- Have a tenancy ending
- Not include energy bills in rent

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

Just Move In can access all void accounts opened with British Gas. If you have any queries around a void bill please contact voidqueries@justmovein.com.

What happens if the bill is incorrect?

Just Move In will help investigate the issue. We may require additional evidence from you to support any billing enquiries or for amendments to be made. If you have any queries around a void bill please contact voidqueries@justmovein.com.