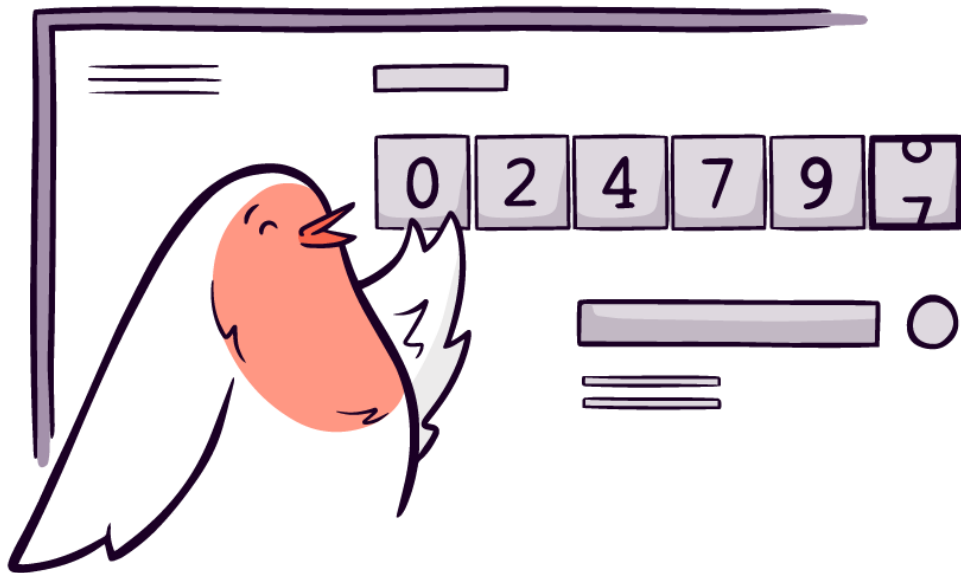


A GUIDE TO

The Just Move In Void Management Service



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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 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' window for '6, Cornwall Terrace, Truro, Cornwall, TR1 3RT'. It shows a 'Vacate in Progress' status and a 'Void Management disabled' button. The 'Tenancy Details' section includes fields for Tenant Name (Angela Smith), Rental Amount (£850.00), Deposit Required (£980.76), Start Date (11/07/2022), End Date (10/01/2023), and Rental Frequency (Monthly). 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 this 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). At the bottom, there 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: 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.

Just Move In

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 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.

How to opt in to the service

It's all hands-off and done by your managing agents through our partnership with Just Move In, to ensure a hassle-free process for you.

Let your managing agent know if you would like to opt in to the void service so you can benefit from the reduced bills in your empty property.

When things don't go as planned

What happens if the move is cancelled?

Just Move In

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?

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

Just Move In

- 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.