



Flatfair
Tenant Shield

Utility Changeover Checklist

Utilities are one of the most common sources of confusion at the end of a tenancy, especially when accounts are shared, managed by a billing company, or left unpaid after key return. Follow this checklist to make sure everything's closed fairly and cleanly.

Before You Move Out

- Check your tenancy agreement **confirm which utilities are in your name and which are the landlord's responsibility.**
- **Find all your providers:** gas, electricity, water, broadband, TV licence, council tax.
- **Locate your meters** (gas, electric, water) and note the serial numbers in case of dispute later.

On Move-Out Day

- Take clear, **timestamped photos of all meters.** include the serial number in each photo.
- **Submit final readings to your utility providers** (by phone, app, or online portal).
- **Notify the local council of your move-out date** and forwarding address, this stops new charges accruing after you've left.
- **Pay or settle final bills,** ask for written confirmation that your account is settled or closed.
- **Forward all mail to your new address** via Royal Mail's redirection service (optional but recommended).

After Key Return

- **Keep copies of final statements and payment receipts** in a single folder (digital or printed).
- Check that automatic payments or direct debits **have been stopped after the final bill.**
- If you shared utilities, **ensure any joint account is properly closed** or transferred to remaining tenants.