

FACT SHEET



Gas and Electricity supply to your home

When you move into your new home you may not have any gas or electricity on. This is because we need to carry out certain checks to make sure the gas and electricity are safe to use. Whenever we can, we will do the checks before you move in. However, sometimes this is not possible when there is a debt on a prepayment meter.

When you sign your contract we will explain what is happening with your gas and electricity. If we haven't carried out the checks you will need to get your supply back on.

Our preferred partner is PECT Consultancy Limited who use Southern Electric. To register for your supply with Southern Electric please call **0845 7 444 555**. If you wish to use a different supplier please arrange for connection.

Electrical tests

The electrical test is carried out by our main contractor, Princebuild. We will aim to have the test carried out within 3 days of your tenancy commencing. An appointment will be made with you at the contract meeting. Princebuild will call between 8am and 4pm on an agreed date to carry out the test which will take approximately 4 hours. If you have a card or key meter you will need to ensure that you have a **minimum credit of £5** on your meter. You will not be able to use any electricity until this test has been carried out.

Gas supply

Your gas supply will also be capped off. We will make an appointment with you for Princebuild to carry out the uncapping and testing of your supply to ensure everything is working safely. You will be issued with a certificate as proof of this. Again, if you have a prepayment meter you will need to ensure that there is a **credit of £5** on your gas meter. Your gas will then be tested once a year by Aaron Services.

Once the dates for testing have been agreed it's really important that you contact us immediately if you can't get your energy supply back on or you are unable to keep the appointment. **If you don't contact us you will be recharged a cost of £30.00 for the missed appointment.**

Do not tamper with your electric and gas meters. They have been disconnected by a qualified person.

Energy supplier

Please be aware if you choose to pay for your energy using a prepayment meter you may be charged extra by your provider for this service, wherever possible we recommend that you pay for your energy by monthly direct debit.

We advise that you contact PECT Consultancy Limited 6 months after your tenancy has commenced to review your energy supplier and ensure that you are getting the best possible deal. You can call PECT Consultancy Limited on 0800 7834761 for more information.

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

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