# Move-in and move-out utilities checklist

Kerbio

For landlords and HMO operators. Good practice, not a legal requirement; nothing in law requires a landlord to notify an energy supplier (checked 20 November 2026). Keep with the tenancy file.

| Property and room | Tenant leaving, with move-out date | Tenant arriving, with move-in date |
|---|---|---|
| | | |

## Move-out: with the departing tenant

| | ITEM | READING, NAME OR NOTE | DATE |
|---|---|---|---|
| ☐ | Electricity meter reading, with a dated photo of the display | | |
| ☐ | Gas meter reading, with a dated photo of the display | | |
| ☐ | Water meter reading, if metered, with a dated photo | | |
| ☐ | Supplier and account holder name for electricity | | |
| ☐ | Supplier and account holder name for gas | | |
| ☐ | Tenant told to close the account and give a forwarding address | | |
| ☐ | Keys returned and move-out date recorded | | |
| ☐ | Smart meter mode checked: credit or pay-as-you-go, and the credit balance if pay-as-you-go | | |

## Void period: the landlord's responsibility

| | ITEM | READING, NAME OR NOTE | DATE |
|---|---|---|---|
| ☐ | Supplier told the tenant has left, with the move-out date and the readings | | |
| ☐ | Account put in the landlord's name for the void, or the supplier's instructions noted | | |
| ☐ | Smart meter mode and credit re-checked before viewings and before handover | | |
| ☐ | Heating and hot water left on a setting that protects the property | | |
| ☐ | Water company told of the change if the supply is metered | | |

## Move-in: with the arriving tenant

| | ITEM | READING, NAME OR NOTE | DATE |
|---|---|---|---|
| ☐ | Electricity meter reading, with a dated photo, countersigned on the inventory | | |
| ☐ | Gas meter reading, with a dated photo, countersigned on the inventory | | |
| ☐ | Water meter reading, if metered | | |
| ☐ | Tenant given the supplier names and the meter serial numbers | | |
| ☐ | Tenant told to contact the supplier before or on the move-in date and to check the meter's mode and credit | | |
| ☐ | Supplier told who has moved in, with the move-in date, where the tenant agrees | | |
| ☐ | Move-in date and tenant contact details recorded in the tenancy file | | |

## Bills-included HMOs: the account stays with you

| | ITEM | READING, NAME OR NOTE | DATE |
|---|---|---|---|
| ☐ | Account holder for each supply confirmed as the landlord or operator | | |
| ☐ | Tenancy agreement states that energy is included and who holds the account | | |
| ☐ | Room changes logged with dates; the supplier account does not change | | |
| ☐ | Smart meter kept in credit mode; any pay-as-you-go switch queried with the supplier at once | | |
| ☐ | Fair use or cap wording in the agreement checked and explained | | |

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Good practice drawn from Ofgem's draft guidance and the Government's strategy, not a legal duty: nothing in law requires a landlord to notify an energy supplier. Water: the owner of residential premises occupied by others has information duties under the Water Industry Act 1991; those are not covered here. Guide, sources and the Ofgem consultation: https://kerbio.co.uk/tenant-energy-bills-landlords/