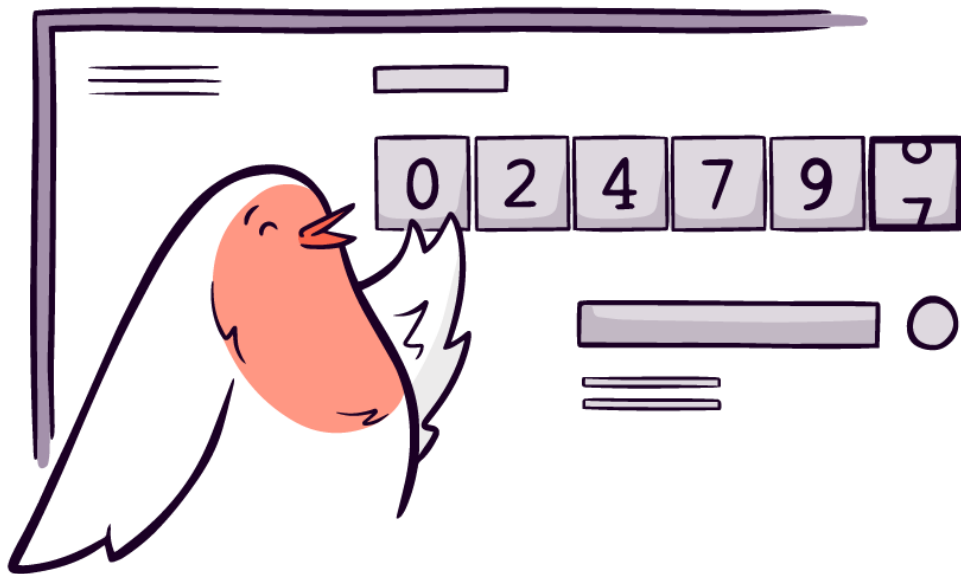


A GUIDE TO

The Just Move In Void Management Service



Contents

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

Who are Ovo?	Pg 2
--------------	------

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

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

When things don't go as planned	Pg 5
---------------------------------	------

Support for queries	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 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 Ovo?

Ovo launched in 2009 to make energy better for people, their wallets and the planet. They now serve millions of members and have planted over 5 million trees.

Ovo's customer benefits include:

- Rewards for off-peak usage
- Boiler cover and concert ticket access
- Earning low-carbon tech like solar panels or EV miles
- In-home expert assessments (EPCs, Home Health Reports, energy upgrades)
- Exclusive ticket access for concerts

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

We partner with Ovo because of our shared sustainability focus. Their tree planting programme launched in 2015 works with The Woodland Trust and The Conservation Volunteers. In parallel, the Ovo Foundation supports young people, climate education and access to green spaces.

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:

- £10 credit per fuel towards the energy bill
- 20 days with no standing charges — only pay for usage
- Everything is set up via your managing agent, there is no input required from you
- Fair energy rates and no exit fees, both during the void period and for the next incoming tenant
- Flexibility in your bills, they can be sent up to go your managing agent or yourself, depending on your agreement
- Flexibility for new tenants - they can switch away or stay with Ovo
- A tree planted for every property switched

How the process works

Step 1: Your agent processes an upcoming end of tenancy and as long as you are opted in to the void service, a void request will automatically be raised. Just Move In will receive information about the move out, property address, tenancy end date, fuel type and billpayer details for the void period.

Step 2: One week before tenancy ends, Just Move In notify Ovo of the liability change.

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

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 email

Step 4: Void period is live. The first bill is generated one month later or when the void period ends, whichever comes first.

Step 5: When a new tenancy is agreed, your agent processes the new move-in as usual and Just Move In will be notified.

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

Step 7: Next tenant moves in. They may stay with Ovo who will contact them directly, or switch away.

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.

If you don't want to be enrolled, let your managing agent know.

When things don't go as planned

What happens if the move is cancelled?

Your agent will update the move to cancelled and this will automatically amend the void request.

- If cancelled less than 24h before the void start date, Ovo may be unable to stop the switch, leading to an erroneous transfer request to revert the switch.

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

Your agent can cancel the void request with Just Move In directly.

If cancelled less than 24h before the void start date, Ovo may be unable to stop the switch, leading to an erroneous transfer request to revert the switch.

What happens if the move date changes?

Your agent will simply update the tenancy's dates as they normally do, and Just Move In is automatically updated and will amend the void request accordingly.

Please note, if less than 72h notice is given for a date change, Ovo may be able to update the switch start date, requiring an erroneous transfer.

What happens if I don't have meter reads, or if they are submitted late?

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 Just Move In via your agent or directly to the energy supplier.

- For reads submitted outside this window (up to 28 days after the move), we will pass on to Ovo but Ovo may reject them
- Ovo will use smart reads where available
- Without reads, opening and closing reads will be estimated based on historical usage.

Are all properties eligible?

Just Move In

Properties must:

- Have a tenancy ending
- Not include energy bills in rent
- Not have pre-payment/key meters (smart meters in pre-pay mode are accepted)
- For HMOs, all tenants must leave for a void switch to be raised.

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

The email address provided on void set up is the only one Ovo will use. If contacting them with a different email and where you were unable to provide the account holder name and/or supply address and/or registered email address, you may be refused access. Contact your agent if this happens and they'll ask Just Move In to resolve it.

What happens if the bill is incorrect?

We recommend raising queries directly with Ovo on hello@ovoenergy.com, but you can also escalate to your agent who will get in touch with Just Move In.

Support for queries

For a faster resolution we recommend going directly to the energy supplier:

hello@ovoenergy.com - your main point of contact for any query or issue.

Please note bills will come from no-reply@ovoenergy.com. You may want to add this email to your contact list to avoid bills going into your junk or spam folder.



You can also contact your managing agent, who will get in touch with Just Move In on your behalf.