

## LETTING AGENT NOTIFICATION OF CHANGE OF TENANCY FORM – ACCOMPANYING NOTES

### How to use this form and notes

Letting Agents should use the form overleaf to notify us of changes of tenancy.

Please use the following notes to ensure that you understand the obligations placed upon landlords when there is a change of tenancy.

### Overview

- It is our policy to bill water charges to the occupier except where we have been notified that the Landlord will pay these charges on their behalf.
- All allowances must be claimed in advance using the form overleaf and allowances will not be backdated.
- No allowances will be given for periods of less than 6 weeks.
- We levy charges on all metered properties for all periods, unless the occupier, letting agent or landlord requests, using this form, to have the supply turned off. Therefore, if the property is unoccupied we will bill the landlord unless they request for the supply to be turned off. Similarly, if we are not notified of a new tenant we will bill the landlord. If a turn-off is requested in order to avoid charges, it must be for a period greater than 6 weeks.
- We levy charges on all non-metered properties for all periods (including billing the landlord for periods of non-occupation) unless we are requested in writing to turn off the supply. However, we make an exception where the property is empty pending sale (a copy of the advertisement of sale is required as proof). If pending sale, only standing charges will be payable, up to a maximum of 6 months, before full charging will resume. If a turn-off is requested, it must be for a period greater than 6 weeks.
- A landlord of a non-metered property may wish to consider installing a meter so that the supply can be left connected and water charges minimised during periods of non-occupation. It can take some time to install a meter so we recommend that this is done well before any period of non-occupation. Call 0845 782 3333 to request a meter pack.
- We do not guarantee to turn off supplies unless the appropriate fee is paid (contact us for details). We recommend that internal stop taps be turned off when the property is empty.
- It is important to note that we carry out regular inspections of empty/unoccupied properties. If we waive charges because you tell us that the property is unoccupied and subsequently we find that the property is occupied for any reason whatsoever, or more than 5 cubic metres have been used, we will levy charges back to the last advised date of occupation and we will add an administration fee.

### To return your completed form you can either:

1. Fax it to: 01707 277188
2. Mail it to: Three Valleys Water PLC, Customer Accounts Dept. PO BOX 188, Bishops Rise, Hatfield, Hertfordshire, AL10 9AE
3. Download or complete it online at: [www.3valleys.co.uk](http://www.3valleys.co.uk). (Go to the At Home section and click on the "Forms" button on the right hand side)



**Letting Agent Notification of Change of Tenancy Form**  
(Please read the notes overleaf before completing this form)



**Letting Agent details**

Name

Address

Town:

Postcode:

Phone number

Email address

**Full Address of property being Let**

Town:

Postcode:

**Outgoing Tenant Details**

Outgoing Tenants Customer Reference  
(see water bill)

Name of outgoing tenant

Meter reading on day vacating premises  
(black/white numbers only, usually 4-5 digits)

Date of vacation

Outgoing tenants forwarding address

Town:

Postcode:

Are they responsible for water at  
their forwarding address?

**Yes / No** (Please delete as necessary)

Email address (if known)

**If a new tenant is moving in immediately please complete the 'Incoming Tenant details' below**

If not and the property is to be left vacant, is it for sale? **Yes / No** (if yes, please enclose a copy of the advertisement of sale)

Or, if not for sale, is the supply to be left connected? **Yes / No**

Do you want to pay for a guaranteed turn-off? **Yes / No**

**Incoming Tenant details**

New tenants names  
(If more than 4 names please use  
a separate sheet)

Meter reading on occupation  
(black/white numbers only)

Date of occupation

New tenants previous address

Town:

Postcode:

Email address

**Landlord Details**

Landlords Name

Landlords Address

Town:

Postcode:

Phone number

Email address