

# Void Notification Form

## Stage 1: Void Notification Information

Property address:

Property postcode:

Tenant's name:

Tenant's forwarding address:

Date the tenant moves out:  /  /

## Stage 2: Void Inspection Information

Gas meter type/meter serial number:

Gas meter reading/debt outstanding:

Electricity meter type/meter serial number:

Electricity meter reading/debt outstanding:

## Stage 3: New Tenant Information

New tenant's name & D.O.B:

Date tenant moves in:

Tenant's previous address:

Gas meter reading:

Electricity meter reading:

Is there anything we should know about the new tenant?:

Please email this form to your Personal VoidCare Manager –  
[voidcare@contactus.britishgas.co.uk](mailto:voidcare@contactus.britishgas.co.uk)

# The VoidCare Notification Process

## Stage 1

Complete Stage 1 of the Void Notification Form once your tenant lets you know they are leaving the property. Email the form to your Personal VoidCare Manager.

### **What your British Gas Personal VoidCare Manager will do**

If the supply is with British Gas, the gas and electricity accounts will be updated into your organisation's name from day one of the void period.

If the notice period plus void period is 8 days or more, your Personal VoidCare Manager will organise the supply to be transferred over to British Gas.

## Stage 2

Once your tenant has left the property please complete Stage 2 of the Void Notification Form and email it to your Personal VoidCare Manager.

### **If the property has a pre-payment electricity meter**

Please contact your Personal VoidCare Manager for a meter reset code. Take the code to a PayPoint along with a meter key from your personal stock or pick one up for free at the PayPoint outlet. Insert key into meter, the debt will then be cleared and £5 credit added.

### **If the property has a pre-payment gas meter**

Please contact your Personal VoidCare Manager who will help you with getting a gas card.

### **If the property has a credit meter**

Take meter readings and the serial number and fill out stage 2 of the form, then email it to your Personal VoidCare Manager who will update the account.

## Stage 3

Once the new tenant moves into the property please fill out Stage 3 of the Void Notification Form and email it to your Personal VoidCare Manager. A new account will then be created under the new tenant's name.

Your organisation's account will be closed for the void period with any standing charge and minimal consumption cleared.

The new tenant can contact British Gas to discuss the best package available to them or choose to go with another supplier.

### **British Gas contact details for your tenant:**

#### **Pay As You Go Energy**

0800 048 0303\*

Monday – Friday 8am – 8pm,  
Saturday 8am – 6pm

#### **Credit Energy**

0800 048 0202\*

Monday – Friday 8am – 8pm,  
Saturday 8am – 6pm

\*It's free to call British Gas from mobiles as well as landlines. We record calls to improve our service to you.