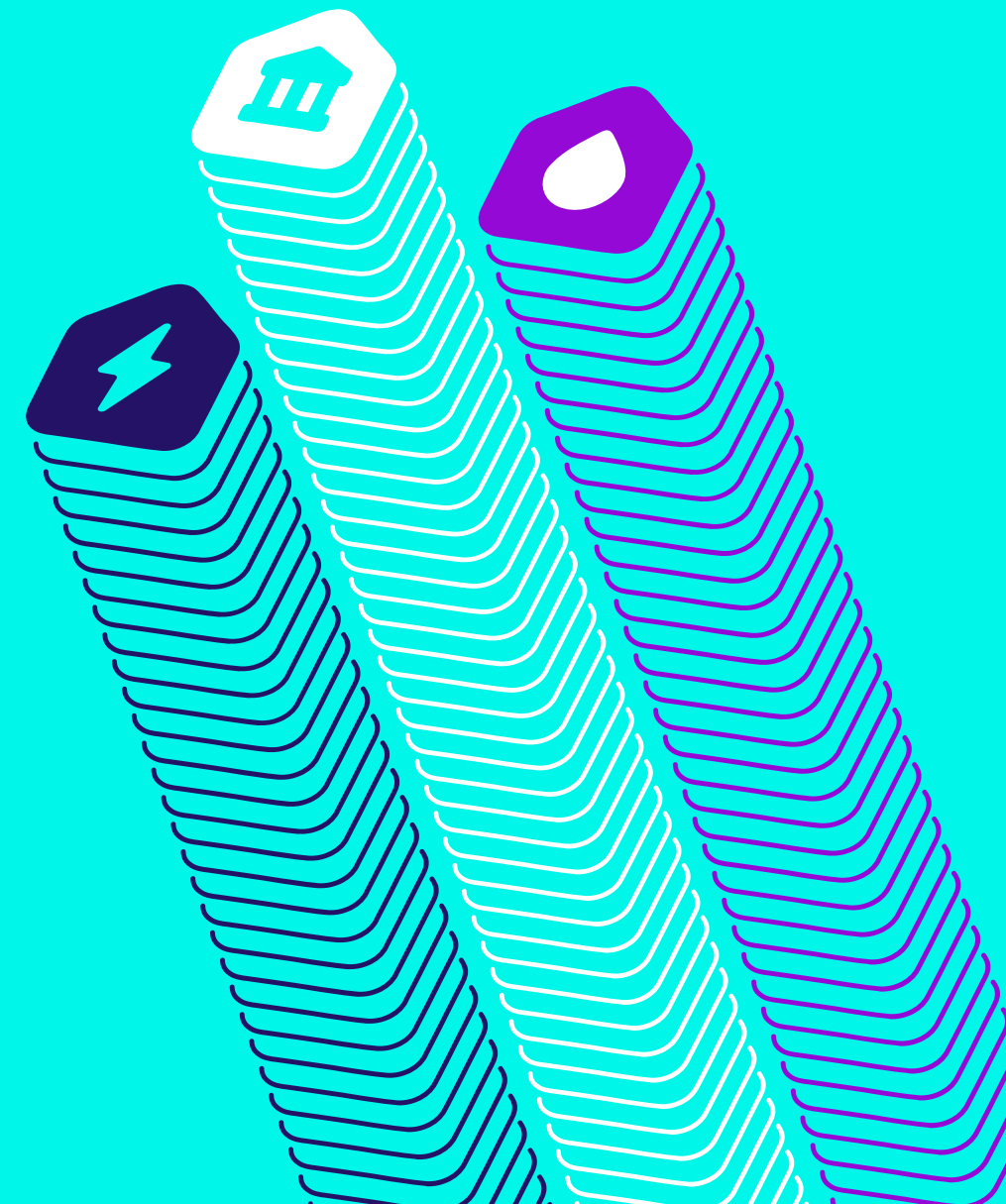


help
the
move



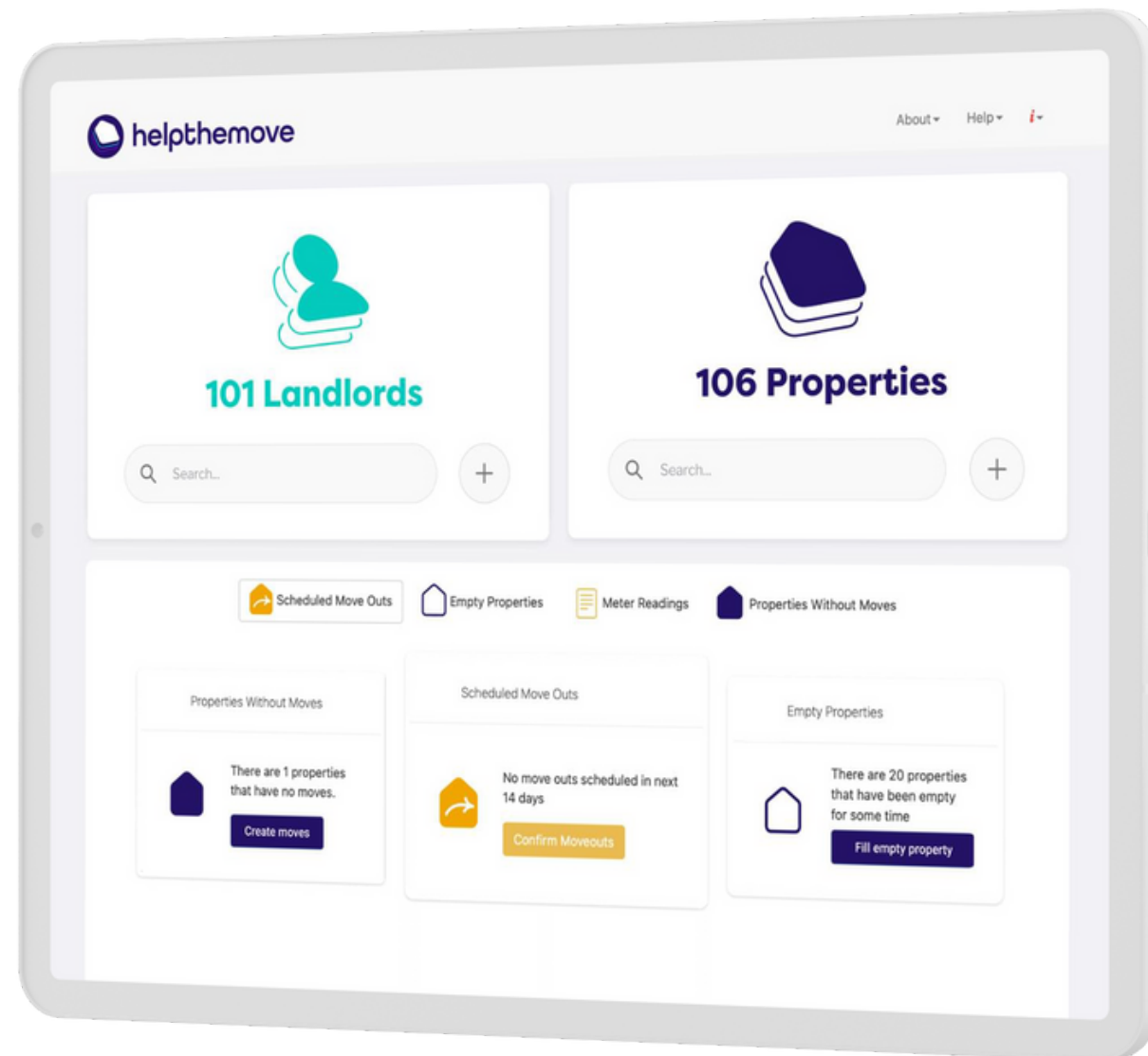
Contents

- **Who are Helpthemove?**
- **What we do**
- **How it works**
- **Benefits to you**
- **Testimonials**
- **Ways of Working**
- **Our Teams**
- **Next Steps**



Who are Helpthemove?

We're the UK's leader in utility notification software for one reason: we're the absolute best at what we do.



A multi-market leading utilities solution

Servicing social housing associations, councils, letting agents, developers & BTR organisations.



Best in class technology

Automate all notifications upon receipt of the change of tenancy data. No need to notify the utility suppliers directly.



Trusted by 3000+ agents nationwide

With combined housing stock in excess of 1m properties.



Industry leading conversion rates

Our MI reporting capabilities and excellent SLAs allow us to optimise conversion rates and support agents to continuously improve.



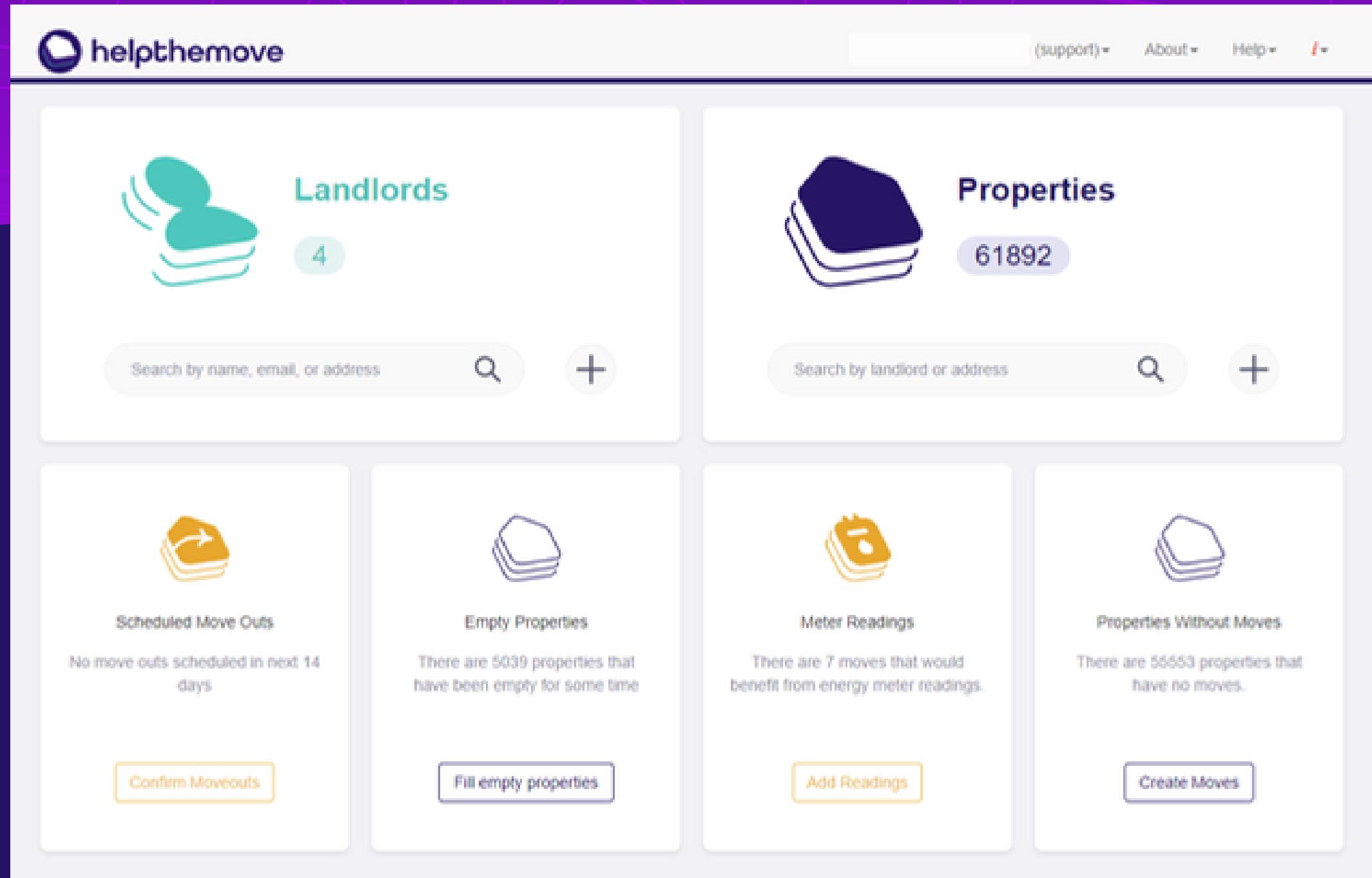
Fully compliant

Reassurance of compliance with Ofgem energy industry regulation as well as meeting data security and GDPR requirements.

What we do

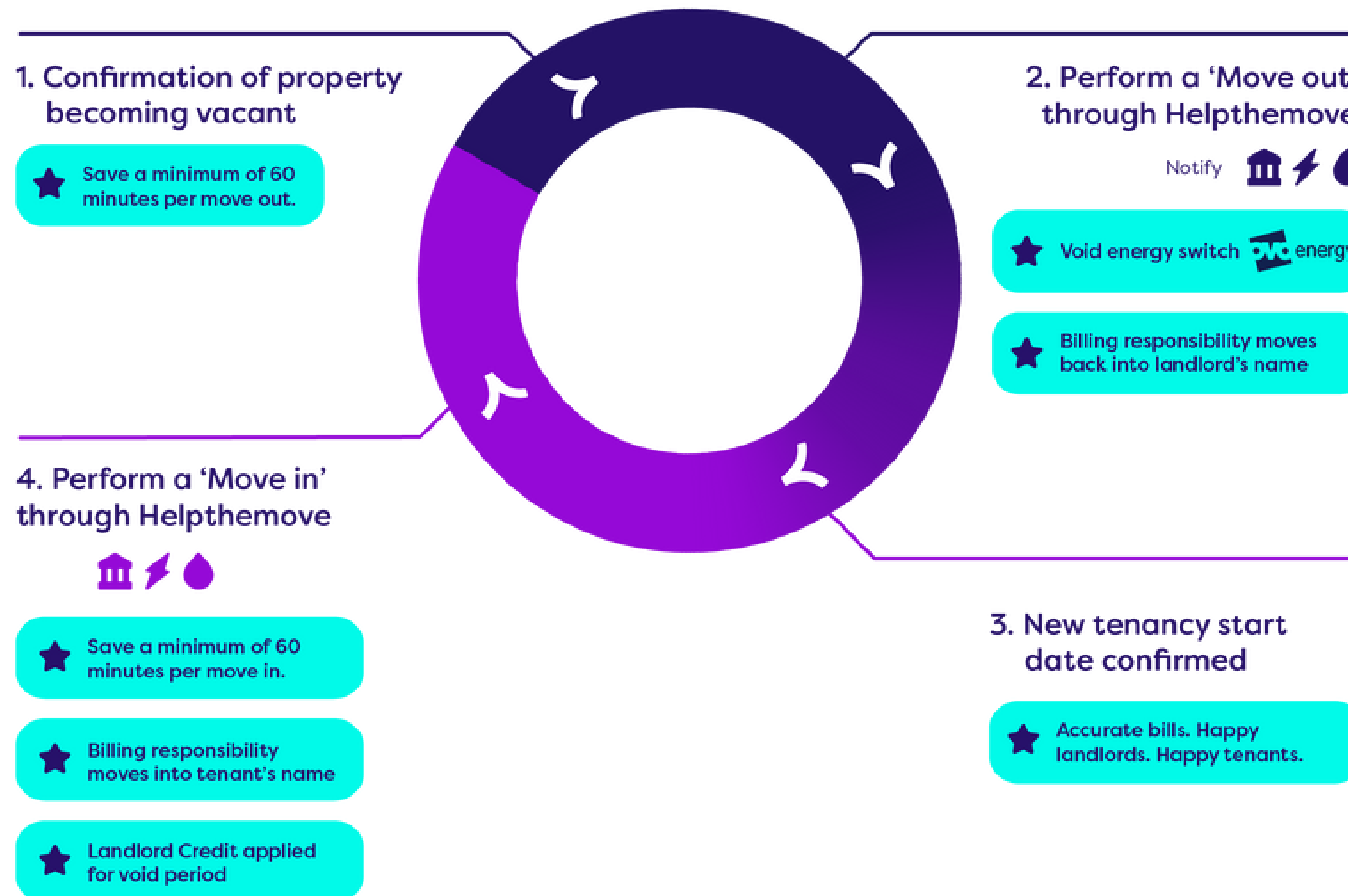
Helpthemove's free-to-use platform automates change of responsibility notifications for council, water and energy during the landlord's period of responsibility, improving efficiency and reducing void turnaround times.

- **Reduce void turnaround times**
- **Clear energy meter debt in 2 hours***
- **Engineer support & smart meter upgrades**
- **Centralised, time-stamped notification records**
- **Consolidated digital billing (full portfolio)**



**24 Hour SLA, but often cleared within a couple of hours of request.*

How it Works



Benefits to you



£55* Landlord Energy Credit

For every void property, landlords will receive up to £30 energy credit, plus up to 30 days standing charge cleared – equivalent of £55 value.



Meet your goals to reduce void periods

Eliminate unnecessary delays with the support of our digital debt clearance service.



Clear Energy Arrears

Know who the energy supplier is when you get the keys back. Resolve energy meter debt arrears in as little as two hours.



End Void Overpayments

Install smart meters so you pay an accurate bill for your period of responsibility and ensure tenant accounts are set up correctly from the first day of their tenancy.



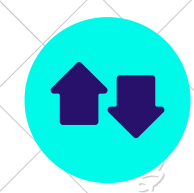
One bill, one payment

Receive a consolidated statement for all void properties to reduce admin and pay in a single transaction.



Council and Water Validations

We handle council and water notifications for you—no need to enter supplier details.



Seamless Data

Our Loqate integration auto-fills MPANs, MPRNs, and meter serial numbers for every move. No more manual entry.

*Terms and conditions apply. Up to £55 value calculation:

Up to 30 days standing charge clearance, plus up to £15 maximum clearance per energy meter (£15 maximum for electric and £15 maximum for gas). Applicable to only landlord bills where OVO is the supplier and the change of responsibility has been processed via Helphemove. Estimated standing charge clearance value limited to Ofgem unit prices of 53p/day for electricity and 30p/day for gas as at 1st Jan 2024.

Void Energy Management Savings Calculator

New!!

Managing void properties can be expensive and time-consuming, which is why we developed our Void Energy Management Savings Calculator!



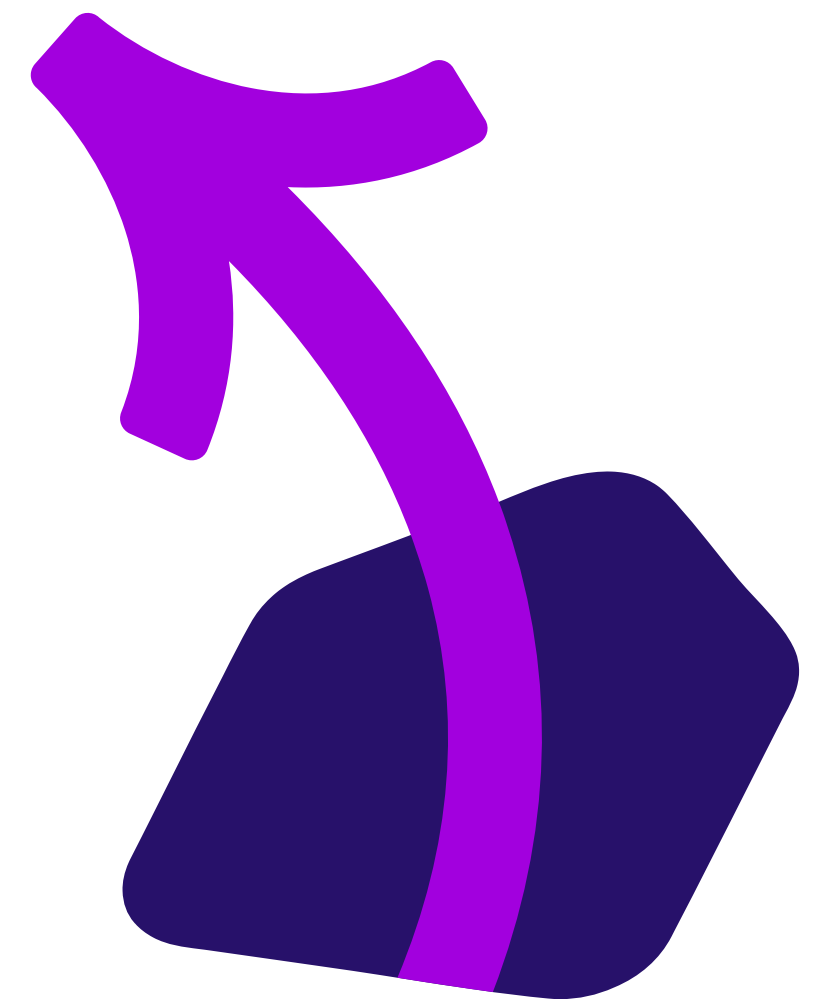
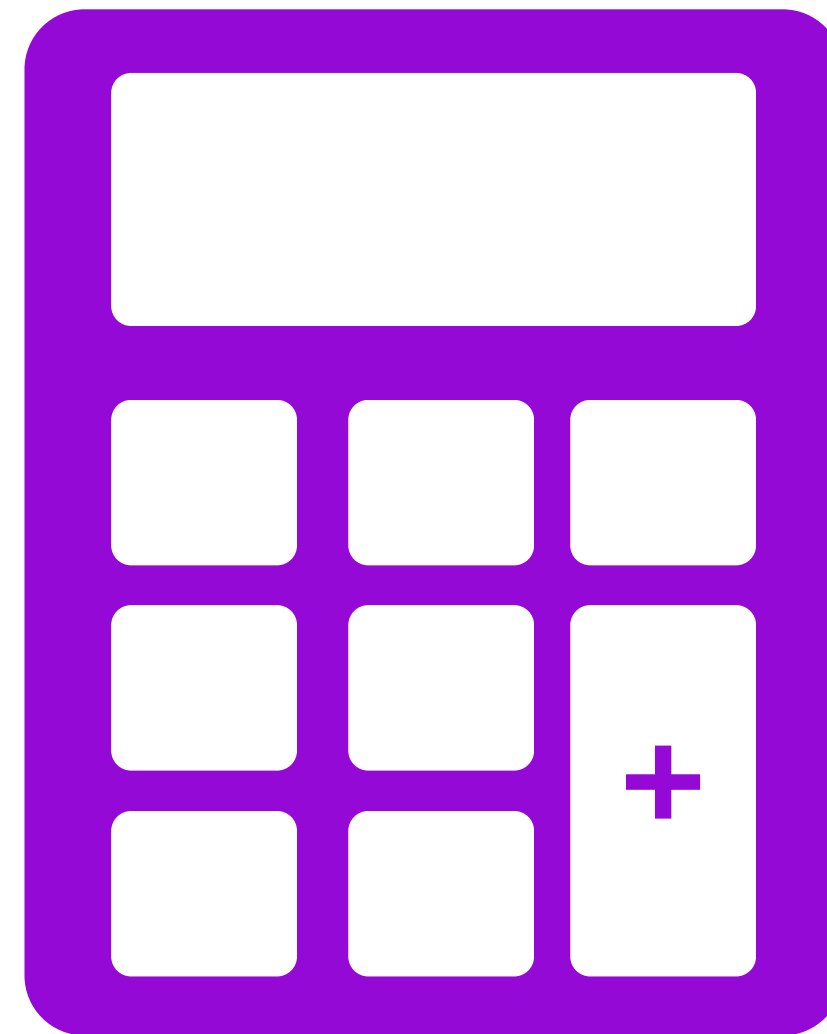
This online tool makes it easy to see how much your organisation could save with Helpthemove.



Just enter one number to get an instant estimate of your potential time and cost savings!



Find it on our website on the [Social Housing page](#)!



Seamless Meter Resets with In-House PayPoint & PayZone Solutions



Stock of OVO Keys & Cards:

OVO will provide you with a stock of keys and cards to be kept in your office for issuing RTI codes to reset meters and provide free credit.



In-House Loading & Delivery:

We can pre-load keys using our own machines and send them directly to the property or your office with next-day delivery.



Support for Switch Objections:

If a switch is objected to and remains with the incumbent supplier, we will manage the process on your behalf.



Enhanced Debt Clearance:

We will liaise with any supplier to resolve outstanding debts and, if needed, send a reset code pre-loaded onto a key.

Landlord added value

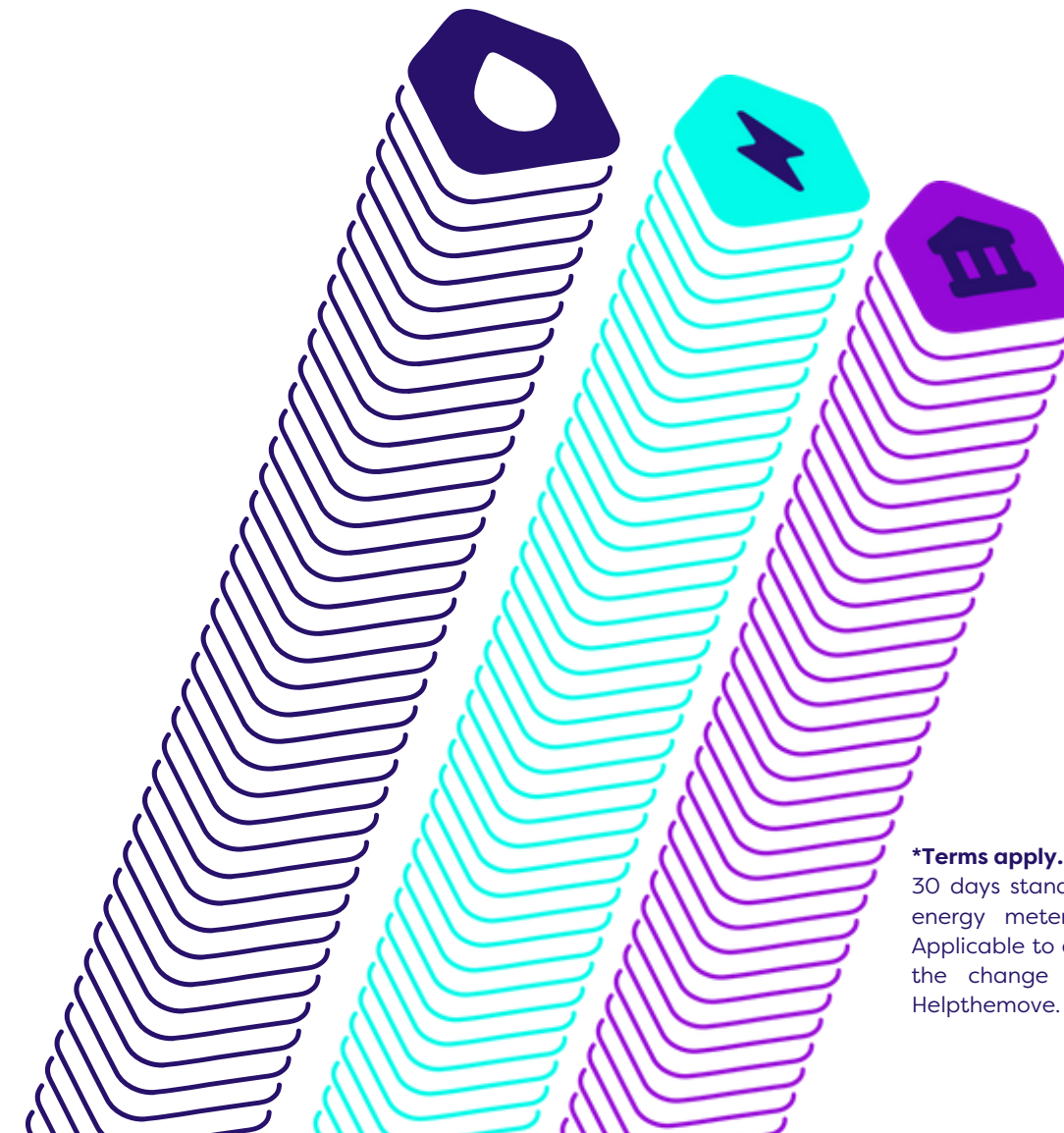


Landlord Energy Credit

£30 energy credit for the void,
plus 30 days standing charge
cleared!

Equivalent of c.£55 value

& often results in no bill for the
landlord's period of responsibility.



***Terms apply. Up to £55 value calculation:**
30 days standing charge clearance, plus £15 clearance per
energy meter (e.g. £15 for electric and £15 for gas).
Applicable to all landlord bills where OVO is the supplier and
the change of responsibility has been processed via
Helphemove.

Comprehensive Tech Accreditations



Our comprehensive tech accreditations and processes give you and your landlords peace of mind:

- Cyber Essentials Plus Certified
- 2 Factor Authentication
- ISO27001 Accredited

Digital Debt Clearance Service



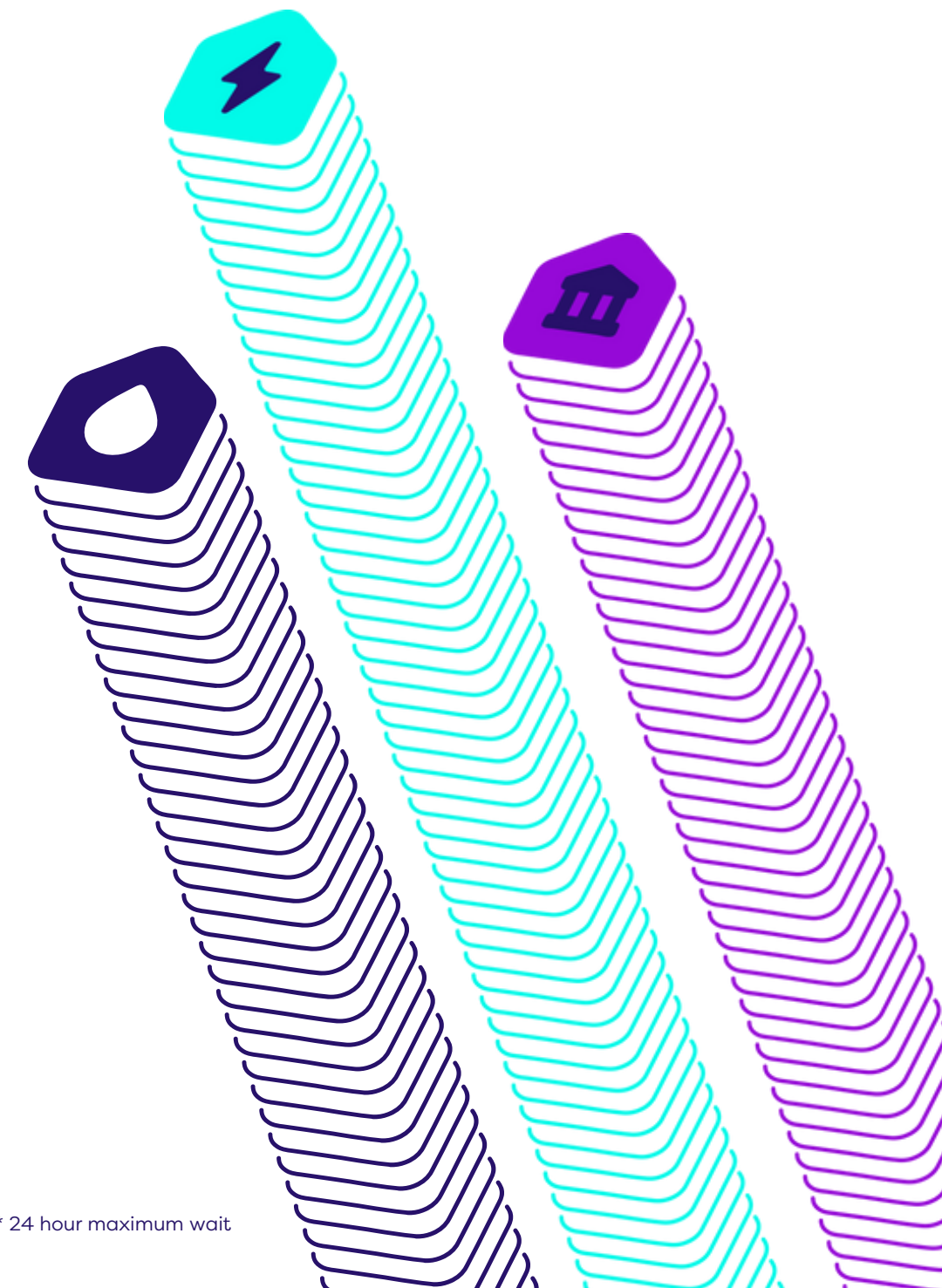
Meet your goals to reduce void periods

Eliminate unnecessary delays with the support of our digital debt clearance service and extended team of experts at our energy partner. We're here to help you renovate and relet as quickly and efficiently as possible.



Keep maintenance teams busy and focused on what they do best

Know who the energy supplier is when you get the keys back. Resolve energy meter debt arrears in as little as two hours*. Start gas safety checks on day one. Arrange engineer visits without having to be on site.



* 24 hour maximum wait

Trusted By 3,000+ Social Housing Organisations Nationwide, including:



Ways of Working

We can collect your information in multiple ways

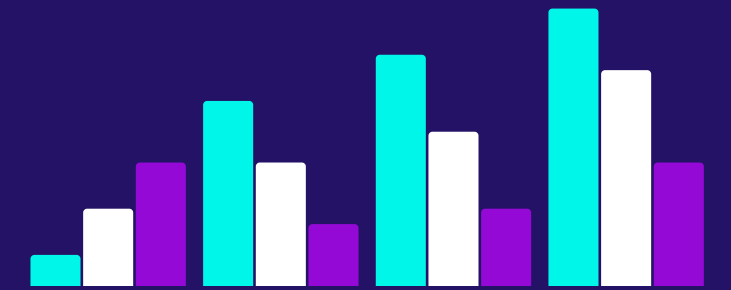
SELF-SERVE



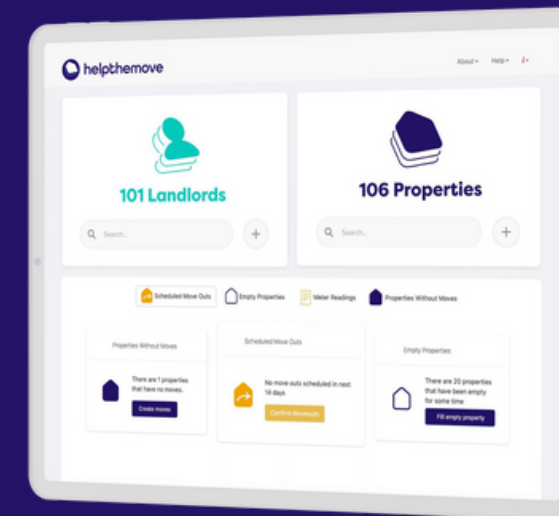
You input your data into our systems

DATA PROCESSING

You provide us with your data in the form of a CSV, we then input that information into our systems



INTEGRATION



 **Reapit**

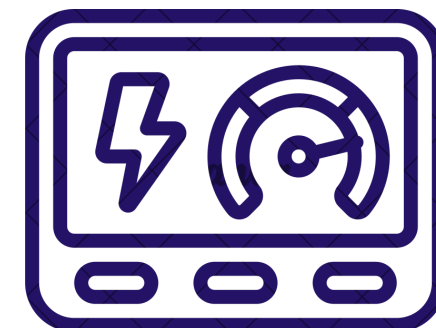
 **SMEPROFESSIONAL**
PROPERTY SOFTWARE SOLUTIONS

 **mri**
REAL ESTATE SOFTWARE

and more

Smart into Void

In partnership with 



With over 11 years of experience in the utility industry, helping the BTR, social housing and lettings sectors, we understand the challenges that heritage meters bring.

We now work with a specialised team within OVO.

Say goodbye to manual meter reading and the pain surrounding debt clearance.

* based on research from Smart Energy GB, the non-for-profit, government-backed campaign helping everyone in Britain understand the importance of smart meters.



No more manual meter reading! Plus, ongoing accurate bills for you and the tenant

Get accurate bills for you and your tenant. Energy bills are easier to manage with smart meters, as readings are collected remotely, ensuring accurate billing.



Easy, remote payment mode changes

Smart meters allow for easy remote switching between payment modes, eliminating the need for engineer visits and reducing schedule delays.



Remote top ups & debt clearance for smart PAYG

Smart PAYG meters can be topped up remotely via the OVO app, removing the need for cards, keys, or visits to paypoints. Debt clearance can also be handled remotely, reducing hassle.



Opportunity to save money, energy and reduce your carbon footprint

Smart meters help residents monitor their energy use, promoting more efficient and environmentally friendly consumption.

Other Services

In addition to our core services, we also offer a range of extra solutions to make your life easier and your properties more attractive to tenants. With Helpthemove, you can streamline your utility management and offer cutting-edge amenities that set your properties apart.



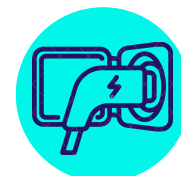
New Connections

Need to set up utilities for a new property? We've got you covered.



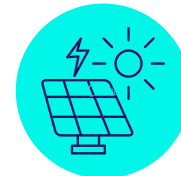
Commercial energy services / switching

Enabling you to save money on existing bills.



EV Charging Points

Attract eco-conscious tenants with convenient electric vehicle charging.



Solar Panels

Harness the power of the sun and reduce energy costs.



Air/Heater Pumps

Keep your properties comfortable year-round with efficient heating and cooling solutions.

Our Teams: Experienced Support

11 years experience. Expert teams with service excellence at the heart of what we do.



Sales



Onboarding



Account Management



Technology



Customer Service



**Helpthethe Dedicated
Account Manager**

Mon - Fri 9-5:30pm



**OVO HTM Dedicated
Customer Service Teams**

Mon - Fri 9-5:30pm



**Helpthethe Customer
Service Teams**

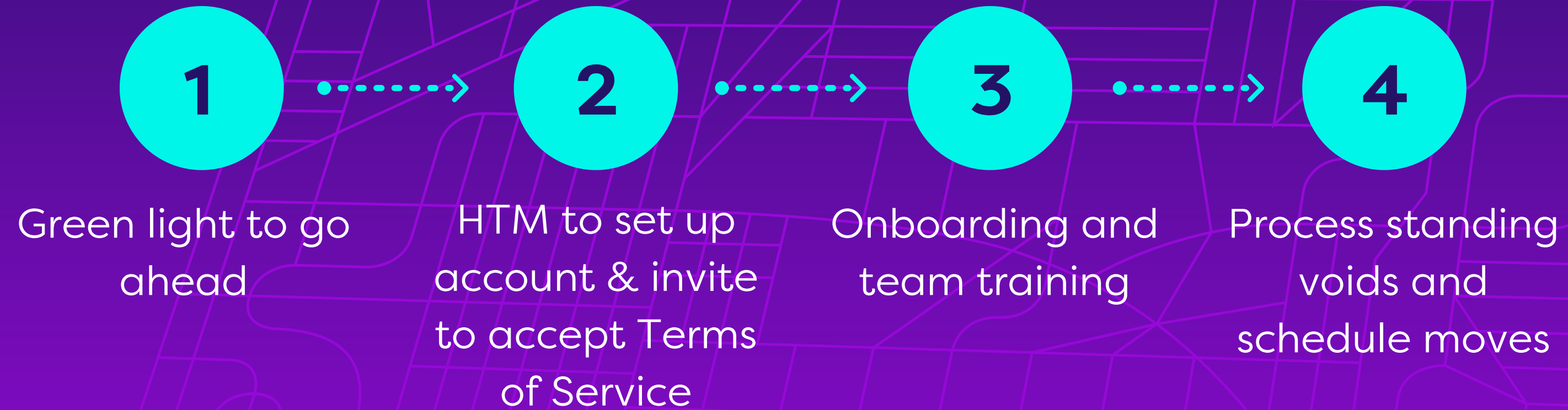
Mon - Fri 9-5:30pm



**OVO Final Accounts
Billing Team**

Mon - Fri 9-5:30pm

Next Steps



help the move



Thanks for
your time!

Please get in touch with
any further questions

