

# Smooth supply!

Gas and  
electricity supply –  
advice for landlords



## Gas and electricity supply – advice for landlords

There are lots of things to think about when you rent out a property – such as getting the lease signed, collecting the deposit, compiling the inventory, making arrangements to collect the rent. But one of the most important is the property's gas and electricity supply. It's even more important when one tenancy ends and a new tenancy begins. It is usually the tenant who has the contract with the gas and electricity supplier. However, to make sure the switch between tenancies goes as smoothly as possible, there are things you should do. These can help make life easier for the previous tenant, new tenant, and you.

Read on for our 'Top Tips' about what you can do...

## Top Tip 1

### Make sure you have the information you need when a tenancy ends:

- Get a forwarding address for the outgoing tenants in case you need to contact them for any reason – including issues to do with gas or electricity supplies
- Contact the gas and electricity supplier(s) yourself and tell them that the tenancy has ended
- Look at the gas and electricity meters in the property, note down the readings from each meter and give these to the supplier(s)



## Top Tip 2

### Use the time between tenancies to make sure everything is in order with the gas and electricity supplies:

- Check that the gas and electricity supplies are connected and working normally
- Check whether the meters are damaged or seem to have been interfered with. Check that the figures or dials are advancing to record the use. If you are concerned that the amount used is not being recorded properly, you should immediately contact your supplier(s)
- As a landlord, you are responsible for the supply during any times when the property is empty. You should contact the supplier(s) to inform them you are responsible for the supply during this period, and register your details with them
- You will be liable to pay for any energy used while the property is empty. If you do not use any energy while the property is empty, you are not liable to pay standing charges

### Top Tip 3

**When setting up a new tenancy, make sure arrangements are in place to enable the new tenants to pay for the gas and electricity they use:**

- When you are letting a property on an Assured or Short Assured Tenancy basis (almost all lets in Scotland are in these categories), you must by law provide the tenant with a written tenancy agreement setting out the terms and conditions of the let. It is essential that tenants have a copy of the tenancy agreement, as they may need it to prove to the energy supplier(s) that they have moved in
- Give the incoming tenants contact details for the gas and electricity suppliers. These should include the relevant customer service numbers
- Take meter readings at the start of the new tenancy. Give them to the tenants and to the supplier(s)
- Ensure that gas and electricity accounts are changed into the new tenants' names. You will be responsible for any unpaid balance at the property if the account remains in your name

If you need further advice  
about your energy supply,  
you should first contact

Consumer Direct on

**08454 04 05 06**

or online at

**[www.consumerdirect.gov.uk/energy](http://www.consumerdirect.gov.uk/energy)**

## About Consumer Focus Scotland

We promote the interests of consumers, particularly those who experience disadvantage in society. We work to ensure all consumers have access to affordable energy in their homes, to help people understand how they can reduce energy costs through switching, and to make energy efficiency services more relevant and easier to take up. We also seek to promote the interests of tenants in both the social and private rented sectors. We are part of Consumer Focus, and our structure reflects the devolved nature of the UK.

For more information on our work  
see our website

**[www.consumerfocus-scotland.org.uk](http://www.consumerfocus-scotland.org.uk)**

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