

oneutilitybill.co

Email Templates

How to introduce One Utility Bill to your tenants

What are these **email templates** for?

These email templates are designed to help you quickly and clearly communicate with tenants during key stages of their move-in process and easily inform them of the call they will be receiving from One Utility Bill and introduce them to us.

They're easy to use and flexible enough to fit your agency's tone of voice.

What templates are in this pack?

- [Post-Referencing Email](#)
- [Post-Tenancy Agreement Email](#)



How to use these templates:

1. **Copy and paste the template:** Simply highlight the email content, copy it, and paste it into your email platform (e.g., Outlook, Gmail, or your CRM system).

2. **Fill in the personalised details:** Look out for **[bracketed placeholders]** such as:

[Tenant First Name]
[Move-In Date]
[Property Address]
[Agent Name]
[Office Name]
[Insert Date]

Replace these with the relevant information for each tenant.

3. **Make it sound like you:** You're welcome to tweak the tone, language, or layout to suit your agency's style.

Feel free to add or remove emojis, adjust greetings, or include additional details specific to your processes.

4. **Keep key information intact:** Please keep the highlighted information about One Utility Bill as it is – this section includes the important messaging we need tenants to receive, so they know who's contacting them and why.

5. **Double-check before sending:** Make sure all personalised details have been updated and that the message flows well before hitting send.

1. Post-Referencing Email – “Tenancy Start Date & Next Steps”

When to use this: Send this email once a tenant has passed referencing and you are ready to confirm their move-in date.

Purpose:

- Confirm that referencing is complete
- Ask the tenant to choose a move-in date
- Explain what to bring on move-in date
- Let them know they'll soon be contacted by One Utility Bill
- Highlight the benefits of One Utility Bill's services

Subject

You have successfully passed referencing! What's next?

Preview

One Utility Bill will be getting in touch with you soon to advise who your current suppliers are and help take some stress out of your move.

Copy

Dear **[Tenant Name]**,

Great news — you've successfully passed referencing, and we can now agree on a start date for your tenancy at **[Property Address]**.

When would you like to move in?

Once you've chosen your move-in date, we'll arrange for you to collect the keys, bring valid photo ID, and sign your tenancy documentation. This can all be done at our **[Office Name] Office**, any working day between **9:30am** and **5:00pm**, starting from **[Insert Date]**.

What's next?

After we confirm your move-in date, we'll begin sending tenancy documents to your email for signing — please keep an eye on your inbox (and check your junk folder just in case).

A quick heads-up about your utilities:

You'll soon be contacted by **[Name]** from **One Utility Bill**, who will: Let you know who supplies your gas, electricity, water, and council tax.

Help you set up your services and answer any questions.

Why One Utility Bill?

One fixed monthly payment for all your utilities
Bills split fairly between housemates
Flexible contract lengths
Optional unlimited energy plans

Attached you will find a PDF outlining who One Utility Bill is and why they will be contacting you. Feel free to take a ready before their call. We're here to make your move-in as smooth as possible. If you have any questions in the meantime, just get in touch.

Kind regards,
[Agent Name]

2. Post-Tenancy Agreement Email – “One Utility Bill Will Be in Touch”

When to use this: Send this email after the tenancy agreement has been signed and finalised.

Purpose:

- Congratulate the tenant on completing their tenancy agreement
- Let them know what to expect next
- Explain why One Utility Bill will be contacting them
- Provide reassurance and support as they prepare to move in

Subject

The countdown to moving into your new home is on!

Preview

One Utility Bill will be getting in touch with you soon to advise who your current suppliers are and help take some stress out of your move.

Copy

Hi **[Tenant First Name]**,

Great news - your tenancy agreement is all set!

What happens now?

As you get ready to move in on [Move-In Date], you'll soon receive a call from One Utility Bill. They're here to help make setting up your utilities simple and stress-free.

Why are they getting in touch?

One Utility Bill will:

Let you know who your current utility providers are and who your local council is for council tax.

Offer to contact these providers on your behalf.

Talk you through utility and broadband options based on what's available at your new address.

Answer any questions you have about setting up your services.

Their goal is to make moving in that bit easier, so you can focus on making your new place feel like home.

If you have any questions in the meantime, feel free to get in touch with us.

Wishing you all the best in your new home!

[Agent Name]