

# Email Templates

How to introduce One Utility Bill to your tenants

[oneutilitybill.co](https://oneutilitybill.co)



## 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

<b>Subject</b>	You have successfully passed referencing! What's next?
<b>Preview</b>	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.
<b>Copy</b>	Dear [Tenant Name],  Great news — you've successfully passed referencing, and we can now agree on a start date for your tenancy at <b>[Property Address]</b> .

### **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

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

<b>Subject</b>	The countdown to moving into your new home is on!
<b>Preview</b>	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]