

ABOUT CONNECTIONS

Same Day / Next Day Connections

Please note the below timeframes to receive applications. If your request is outside of this, please call OTM and we will do our best to accommodate.

For next-day connections

The cut off time for sending an application 11am the day prior.

For same-day connections

Application must be received before 11am same day.

Temporary Connections

On The Move can organise short-term connections for properties in the name of the landlord or your agency, prior to tenancies starting.

Temporary Connections in Business Name

Temporary connections are requested for many reasons, for example:

- Open for inspections
- Renovations/Cleaning
- Landlord is not located in Australia

When organizing the connection in a business name it is essential to capture and confirm:

- Business name
- ABN number
- Billing address
- Secondary contact details

In addition to the business name and ABN a secondary contact must be on the account. They must be aware that they are liable should the account not be attended to by the business.

When capturing the secondary contacts details you are required to obtain:



- Full name
- Date of Birth
- Contact number

Temporary Connections in Landlord's Name

Explicit informed consent must be obtained with the person whose name will be on the account.

Please call or email your Account Manager to discuss this further.

End of Lease

Please ensure you add to your end of lease checklist to turn ALL switches off on the main power board. This will allow your tenants meter to be accessed remotely and save the next tenant from any mishaps!