

Phone Scripts

How to introduce One Utility Bill to your tenants

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Script Template(s) – Preparing your tenants for a call from One Utility Bill

What are these phone scripts for?

These phone scripts are designed to help you clearly and confidently speak with tenants during key stages of their move-in process. They're also a great way to introduce One Utility Bill and explain why we'll be contacting them.

Each script is written to be quick, friendly, and easy to personalise — while still ensuring key information is delivered clearly and professionally.

How to use these scripts:

1. Read through before calling: Familiarise yourself with the script and adapt it to your natural speaking style. The goal is to sound clear and friendly — not robotic.

2. Personalise during the call: Make sure to use the tenant's actual details during the conversation. Look out for placeholders like:

- [Tenant First Name]
- [Move-In Date]
- [Property Address]

- [Agency Name]
- [Office Name]
- [Insert Date]

These should be swapped with the correct information relevant to the tenant.

3. Make it sound like you: Feel free to tweak the tone or wording slightly to match your usual phone manner. If you naturally say “Hi” instead of “Hello,” or prefer a more casual tone, go for it! Just keep it friendly and clear.

4. Include the One Utility Bill intro as is: Please make sure you deliver the One Utility Bill section as written. It contains essential information the tenant needs to recognise our call and understand who we are and why we’re getting in touch.

5. Keep it concise and check understanding: Don’t rush — but aim to keep the call efficient. Ask if the tenant has any questions and make sure they’ve understood who will be contacting them and why.

Script option 1

Script Option	1
	<p><i>"Hi, am I speaking with [Name]?"</i></p> <p><i>My name is [Name] from [Letting Agent]. I'm calling to give you the great news that you've passed through referencing, and we can now agree a start date for you for your tenancy at [address].</i></p> <p><i>When would you like to move into the property?</i></p> <p><i>You will need to pick up keys, bring us your photographic ID and sign documentation on move in day and we can arrange for you to do this from our office.</i></p> <p><i>I will also start to send you documentation for signing over the next few days once a start date is agreed, so please keep an eye on your email inbox.</i></p> <p><i>I will also put you in contact with One Utility Bill. They will also be able to advise you of who the existing suppliers are at the property, and be able to assist with broadband, and other utilities.</i></p> <p><i>Do you have any questions?</i></p> <p><i>*goodbyes* "</i></p>

Script option 2

Script Option	2
	<i>“...Ahead of your move in, you will receive a call from One Utility Bill. They will be able to advise you of the existing suppliers in your property, and will be able to assist with broadband and other utilities ahead of your move in..”</i>