

# Utilities with Homebox



# Powered by Homebox

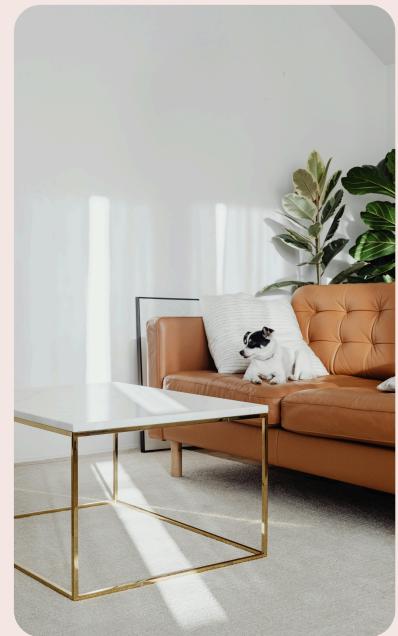
We make moving smoother by working with the Bale and Anchor team to manage and bill your electricity and water usage. Each apartment has sub-meters that track exactly what you use, covering things like lighting, appliances, hot water, and heating.

Homebox is not your landlord, letting agent, or utility supplier. We sit between Bale and Anchor and the utility providers to make sure everything runs smoothly and that your bills are clear, fair, and based on actual usage.

## Our role is to:

- Manage and bill your electricity and water using submeters in your apartment that track exactly what you use.
- Set up your Direct Debit for simple, hassle-free payments.
- Provide WhatsApp and email support for any billing queries.

## Important



The electricity and water supplies at Bale and Anchor are provided through commercial building-wide contracts.

Because this is a commercial setup, suppliers are pre-selected by the building and residents are not able to choose their own. This approach is standard and fully compliant, and helps keep billing consistent and competitive.



# After you've moved in...

One of the Homebox team will guide you through the setup of your account and give you the opportunity to ask any questions you may have about the billing process. Here is what to expect after your move-in is confirmed:

01

## Move-in confirmation

The first step for hassle-free utility management is to have your move-in confirmed.

02

## Check-in

When you collect your keys to your new home, you'll be requested to fill out a move-in form. In this form, you will confirm details such as your direct debit to set up your payments for your electricity and water bills.

03

## Support call

You will receive a welcome call from the Homebox team. In this call, we ensure you have all the information for a stress-free start in your new home.

03

## Your responsibilities

Some services are not included by default and must be arranged separately:

- Council Tax: You'll need to register directly with Lewisham Council and manage your payments.
- TV Licence: If you watch or record live TV or use BBC iPlayer, a licence is required. You can check and pay at [tvlicensing.co.uk](http://tvlicensing.co.uk).

# What happens after you're set up?

## Step-by-step process:

01

### Move-in details shared by Bale and Anchor

The team at Bale and Anchor will send us your tenancy details and the opening electricity and water meter reads. This opening read is the same one listed on your inventory and will be used to start your account accurately.

02

### Direct Debit and account access

You will complete your Homebox onboarding and Direct Debit mandate as part of your move-in paperwork, provided by Bale and Anchor. This also gives you access to your Homebox portal.

03

### Monthly Direct Debit

We will collect a fixed amount by Direct Debit on the same day each month

Scan to set up direct debit:



04

### Quarterly reconciliation

Every three months we will produce an accurate bill showing any credits or debits, and your monthly Direct Debit will be adjusted accordingly.

# Why we use fixed monthly payments

Until we get a clear picture of your regular usage for electricity and water, we spread the costs evenly and charge everyone a set amount. Once per quarter we will do a reconciliation based on actual usage and adjust your direct debit either up or down. Our quarterly reconciliation ensures you stay on track with your actual usage while keeping payments smooth and predictable.

## Example payment flow:

Month	Homebox Action
1	£156 taken by direct debit
2	£156 taken by direct debit
3	£156 taken by direct debit, and meter reading applied
4	Meter reading taken into consideration, £180 taken by direct debit
5	£180 taken by direct debit
6	£180 taken by direct debit, and meter reading applied
7	Meter reading taken into consideration, £162 taken by direct debit

## How much will my payments be?

In relation to the hot water amount, to begin we put all residents on a fixed amount until usage patterns are established. The amounts are outlined below:

1 resident = £130 per month

2 residents = £165 per month

3 residents = £180 per month

# Moving out

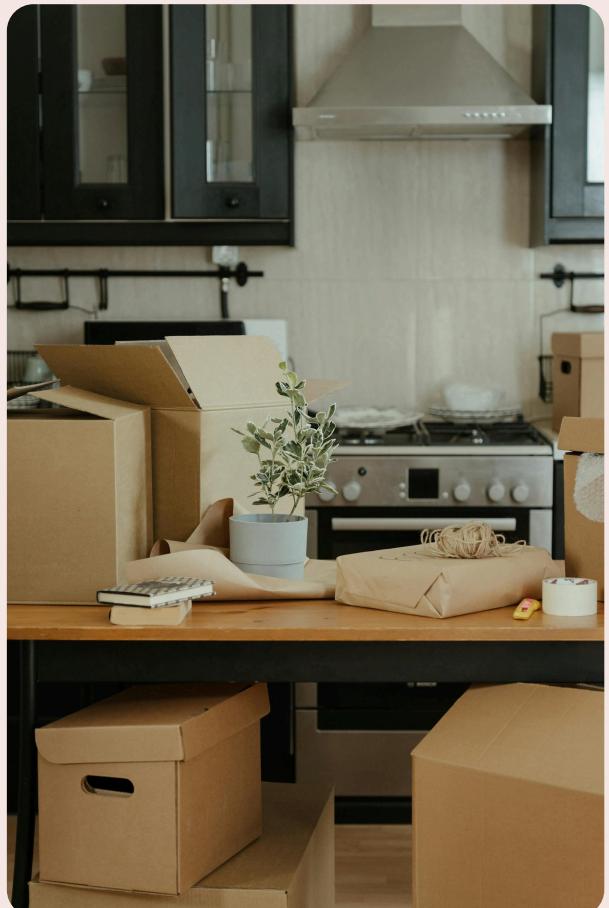
When it is time to leave your home at Bale and Anchor, the process is simple and stress-free.

There is no need to submit a final meter reading to Homebox. We will use the reading from your official check-out report, provided by the Bale and Anchor team. This ensures everything aligns with your inventory and tenancy records.

## Once your tenancy ends, we will:

- Use the check-out meter read to calculate your final usage
- Reconcile your Homebox account and generate a final bill or credit
- Automatically collect or refund the balance via your existing payment link, credits will be actioned by Bale and Anchor
- Close your Homebox account

If your Homebox account is up to date, no further action is needed.



**Please note:** If applicable, all residents are responsible for notifying the council and TV Licensing when they move out. This includes settling any Council Tax owed with Lewisham Council and updating your address with TV Licensing.

# What your bill will look like...

Your Homebox bill is designed to be clear, fair, and easy to follow. Each bill shows:



- Your billing period and property details
- A full breakdown of charges (usage, standing charges, VAT)
- Your current balance and any previous payments
- Meter readings (actual, estimated, or customer-supplied)
- The date your Direct Debit will be collected



We aim to make your bills as predictable and transparent as possible. If you ever need help understanding a charge or would like to make a one-off payment, our support team is here to help. You can view all your current and past bills in your Homebox portal, along with your full payment history and account status.



# What your bill will look like...



Billing Better Ltd t/a Homebox  
% Billing Better LTD  
PO BOX 1404  
Crawley  
RH10 0SY  
[support@homebox.co.uk](mailto:support@homebox.co.uk)  
[www.homebox.co.uk](http://www.homebox.co.uk)

Kevin Peterson  
Andrew Flintoff  
Apartment 123  
456 High Street  
London  
KP12 6JH

#### Your Latest Invoice Details:

Bill issue Date: 01/07/2025

Billing Period: 01/05/2025 to 30/06/2025

Your account Number: 00000

Your Invoice Number: 000000

Payment Due Date: Day 10 of every month

#### Summary of Charges:

Period of charges - 01/05/2025 to 30/06/2025

Energy Opening Balance	£0.00
Total Energy Charges	£468.34
Total Payments Received	£500.00
<b>Electricity Closing Balance</b>	<b>£31.66 in Credit</b>
Water Opening Balance	£0.00
Total Water Charges	£74.00
Total Payments Received	£80.00
<b>Water Closing Balance</b>	<b>£6.00 in Credit</b>
<b>Current Homebox Balance</b>	<b>£37.66 in Credit</b>

If you are moving home in the next 30 days, please email us at [support@homebox.co.uk](mailto:support@homebox.co.uk) so we can start to close your account down and prepare your final bill for when you leave.

Billing Better t/a Homebox, registered in England and Wales (10444812)  
124 City Road, London, EC1V 2NX • [homebox.co.uk](http://homebox.co.uk) VAT No: GB 294 8217 68



# What your bill will look like...



## Breakdown of your Charges:

### Energy Breakdown

Period of charges -01/05/2025 to 30/06/2025

Electricity charges for 127 kWh at £0.25/kWh	£31.75
Heating charges for 55 kWh at £0.25/kWh	£13.75
Hot Water Heating charges for 1406.961 kWh at £0.25/kWh	£351.74
Non-commodity & Standing charges for 61 days at £0.80/day	£48.80
VAT at 5%	£22.30

**Total Energy Charges** £468.34

### Water Breakdown

Period of charges -01/05/2025 to 30/06/2025

Hot Water charges for 22 m <sup>3</sup> at £2.00/m <sup>3</sup>	£44.00
Cold Water charges for 15 m <sup>3</sup> at £2.00/m <sup>3</sup>	£30.00

**Total Water Charges** £74.00

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# FAQs

## Who is Homebox and what do we do?

01

Homebox provides billing services on behalf of your landlord or property manager. We are not your utility supplier, but we ensure your charges are accurate, transparent, and fairly managed.

## How does direct debit work?

02

Your Direct Debit runs automatically each month. We start with a planned fixed amount and reconcile your account every quarter based on actual usage - this smooths out your bills and makes budgeting easier.



# FAQs

## Can I make a one-off payment?

03

Yes – if you wish to make an additional payment at any time, please contact us and we will provide a secure payment link.

## What happens if I miss a payment?

04

A £10 fee applies after the second failed Direct Debit attempt, and a further £10 for each additional failure. If you are having trouble, please reach out – we are here to help.

## Can I switch my electricity or water provider?

05

No. Your electricity and water are provided through bulk meters to the building, and there is a contract in place with providers for the whole building.

## Who do I speak to if I have a question about my bill?

06

Contact Homebox via WhatsApp or email, we're here to help with anything related to your electricity or water charges.

## What if I am moving home soon?

07

No action is needed. Bale and Anchor will inform us directly.

# Useful Contacts



## Homebox Whatsapp Support

0735 300 2806 - Available Monday to Friday, 9am-5pm



## Homebox Email Support

[support@homebox.co.uk](mailto:support@homebox.co.uk)



## Lewisham Council

020 8314 6000 - [lewisham.gov.uk](http://lewisham.gov.uk)



## Electricity Network Operator

105 (UK-wide, free)



Scan to set up direct debit





# homebox

124-128 Kemp House City Road, London, EC1V 2NX

[www.homebox.co.uk](http://www.homebox.co.uk)