

# Utilities with Homebox



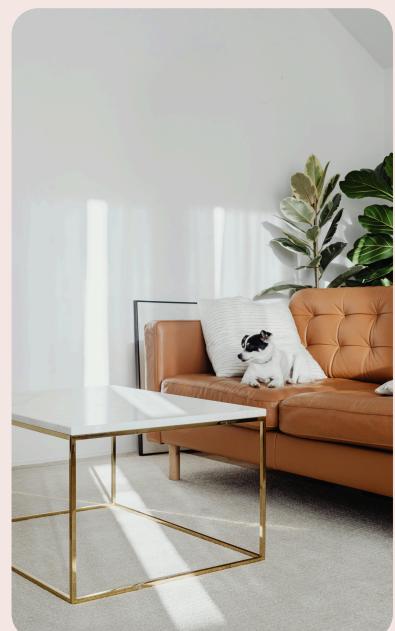
# Powered by Homebox

We make moving smoother by handling essential utilities on your behalf. We work directly with the team at The Oakgate to manage and bill for your hot water supply, ensuring you only pay for what you use and that everything is set up correctly from day one.

We are not your landlord, letting agent, or utility supplier. We sit between your property and your utility suppliers, making sure everything is set up, billed fairly, and easy to manage in one place. We are the team responsible for managing specific utilities within your building.

## Our role is to:

- Manage and bill your hot water usage
- Ensure your Direct Debit is in place for hassle-free monthly payments
- Support you with any questions about hot water billing via our whatsapp support centre
- Offer optional services such as council tax, electricity, and water bundling, if you would prefer to receive a single monthly bill



Some services will still need to be arranged by you.

This guide will explain what Homebox covers and what you are responsible for.



# Types of utilities at The Oakgate



Hot water



Electricity



Water



TV



Council Tax



## Your utilities options at The Oakgate

There are two ways to manage your household bills at The Oakgate. You can either have direct relationships and accounts with each individual supplier, or you can consolidate everything into one simple monthly payment with Homebox.

We want to make sure you understand the difference so you can choose what works best for you. Both options include the same services, the difference is how you are billed and how many suppliers you need to deal with.



# Option 1 - Multiple suppliers, multiple bills

With this setup, you'll have a direct relationship with each supplier, meaning you'll receive up to 5 separate bills, each with their own direct debit and customer support teams. You are responsible for managing and paying each one individually.

| Utility                    | Supplier                     | Billed by                    | Can I choose supplier? |
|----------------------------|------------------------------|------------------------------|------------------------|
| Hot Water                  | The Oakgate                  | Homebox                      | No                     |
| Electricity (ex hot water) | Chosen Supplier              | Chosen Supplier              | Yes                    |
| Council Tax                | Mole Valley District Council | Mole Valley District Council | No                     |
| Water                      | SES Water                    | SES Water                    | No                     |
| TV                         | Chosen Supplier              | Chosen Supplier              | Yes                    |

# Option 2 - One bill with Homebox

Homebox can consolidate your bills into a single monthly payment – even if you still want to choose your own electricity and TV providers. You'll still get the same services, but with one bill, one direct debit, and one point of contact.

**It's simpler, stress-free, and easier to manage.**

| Utility                    | Supplier                     | Billed by | Can I choose supplier? |
|----------------------------|------------------------------|-----------|------------------------|
| Hot Water                  | The Oakgate                  | Homebox   | No                     |
| Electricity (ex hot water) | Chosen Supplier              | Homebox   | Yes                    |
| Council Tax                | Mole Valley District Council | Homebox   | No                     |
| Water                      | SES Water                    | Homebox   | No                     |
| TV                         | Chosen Supplier              | Homebox   | Yes                    |

# Don't worry about choosing yet...

Regardless of which billing option you choose, the initial setup process with Homebox follows the same simple steps. This ensures your hot water billing is set up correctly, and gives you the chance to ask questions and explore the one-bill option in more detail.

One of our team members will guide you through everything – including helping you decide whether to keep your bills separate or consolidate them into a single monthly payment. 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 compulsory water bill.

03

## Support call

You will receive a compulsory move-in call from the Homebox team. In this call, we ensure you have all the information for a stress-free start in your new home. We will also provide you the option to bundle optional services to your package such as council tax.

# What happens after you're set up?

## Hot Water Only

Regardless of if you chose option 1 or option 2, the relationship with Homebox follows the same steps as we are billing you for hot water usage.

### Step-by-step process:

01

#### Move-in details shared by The Oakgate

The team at The Oakgate will send us your tenancy details and the opening hot water meter read. 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 The Oakgate. 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 apply your meter readings, reconcile your payments, and produce an accurate bill showing your account balance. 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 hot 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     | £50 taken by direct debit   |
| 2     | £50 taken by direct debit   |
| 3     | £50 taken by direct debit, and meter reading applied              |
| 4     | Meter reading taken into consideration, £47 taken by direct debit |
| 5     | £47 taken by direct debit   |
| 6     | £47 taken by direct debit, and meter reading applied              |
| 7     | Meter reading taken into consideration, £52 taken by direct debit |

If you select Option 2, your monthly Direct Debit will be higher to cover all included services. You can upload your supplier bills (such as electricity or council tax) to the Homebox portal, and we will take care of them on your behalf, adjusting your Direct Debit accordingly. This means fewer accounts to manage, fewer deadlines to remember, and everything handled in one place.

## 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 = £25 per month

2 residents = £30 per month

3 residents = £35 per month

# Moving out

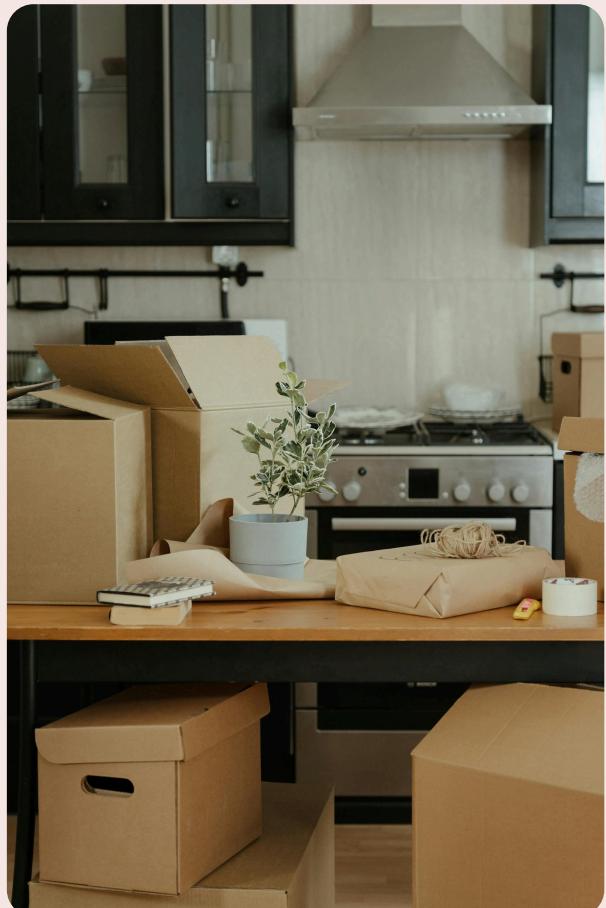
When it is time to leave your home at The Oakgate, the process is simple and stress-free.

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 The Oakgate 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 The Oakgate
- Close your Homebox account

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



**Please note:** The steps above apply to hot water billing for all residents. If you have chosen the One Bill with Homebox option, we will also close any other bundled utility accounts on your behalf. If you selected to manage your utilities independently (Option 1), you will need to contact those suppliers directly to arrange final bills or cancellations.

# 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 m3 at £2.00/m3  | £44.00 |
| Cold Water charges for 15 m3 at £2.00/m3 | £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.

## Do I have to choose a billing option now?

04

No – one of our team will call you shortly after move-in to guide you through your options, answer any questions, and help you decide what suits your needs best.

## What happens if I miss a payment?

05

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 to the one-bill option later?

06

Yes – anytime you choose, you can upgrade to the one-bill option. We will bundle your selected utilities into a single monthly payment and manage them on your behalf.

## What if I am moving home soon?

07

No action is needed. The Oakgate 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)



## Mole Valley District Council

[molevalley.gov.uk/council-tax](http://molevalley.gov.uk/council-tax)



## SES Water

[seswater.co.uk](http://seswater.co.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)