

The background is a solid orange color. It features several white geometric shapes: a large triangle in the top-left corner, a smaller triangle in the top-right corner, a triangle in the bottom-left corner, and a triangle in the bottom-right corner. The text is centered in the middle of the page.

Your essential

Moving Guide

Welcome to Bale & Anchor

Your Quick Start Guide to Utility Billing with Homebox

What is Homebox?

We help make moving in smoother by managing your electricity and water billing on behalf of Bale and Anchor. We're not your landlord or letting agent – we simply make sure your utilities are set up, billed fairly, and easy to manage from day one.

What do I need to do now?

01

Confirm your move-in

Let Bale and Anchor know your confirmed move-in date.

02

Complete Your Homebox Setup

You will receive a move-in form. Fill this in to set up your Homebox account and Direct Debit.

03

Expect a Welcome Call

A Homebox team member will contact you to talk you through the setup process and answer any questions you might have.

04

Sort your Council Tax and TV Licence

You're responsible (if applicable) for arranging and paying your Council Tax (via Lewisham Council) and TV Licence (tvlicensing.co.uk).

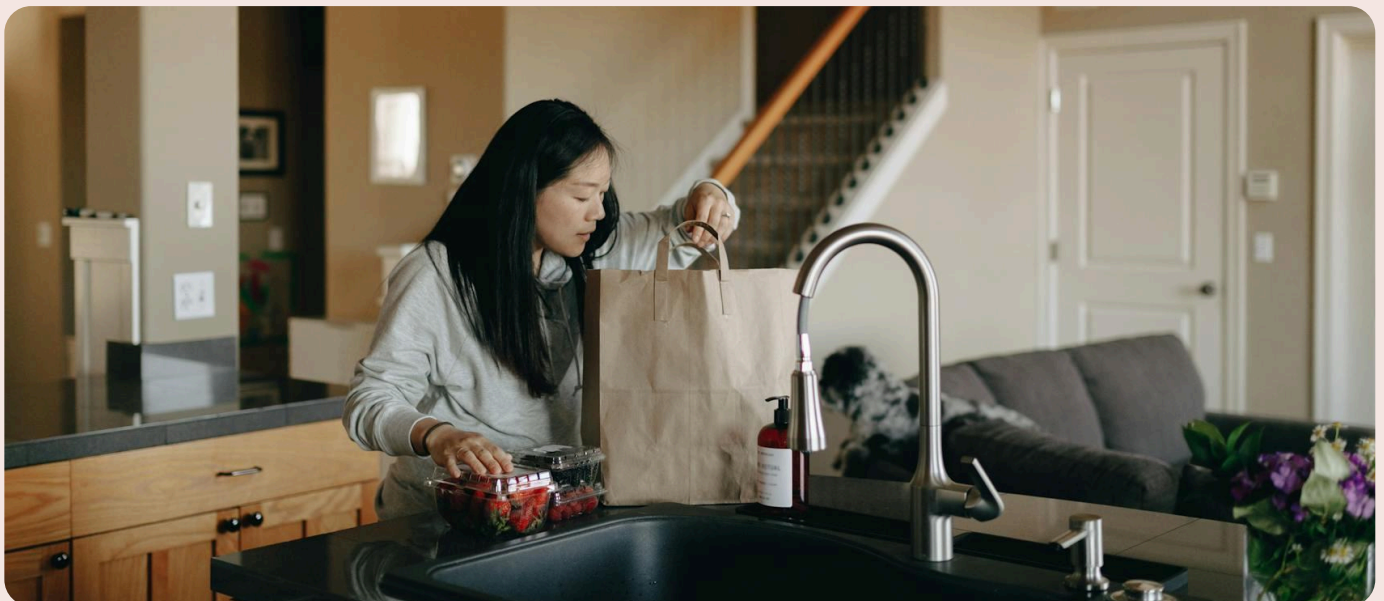
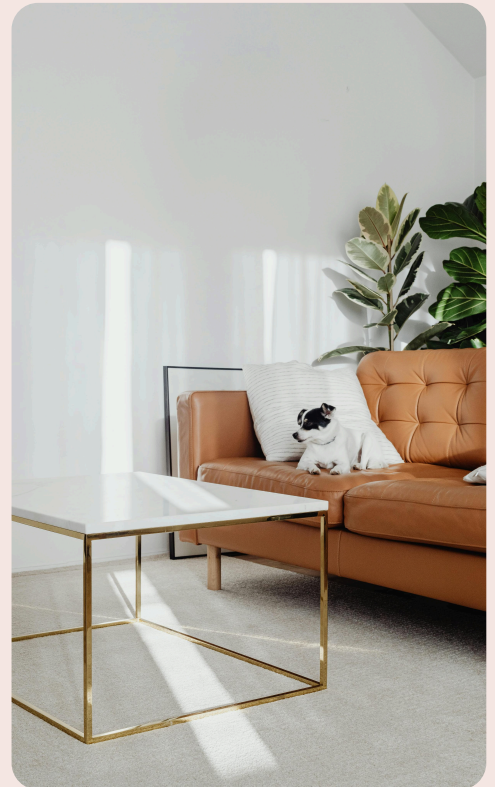
How billing works

- ✦ A fixed Direct Debit is taken monthly.
- ✦ Every 3 months, we reconcile your account using actual meter reads.
- ✦ Your Direct Debit adjusts up or down depending on usage - helping smooth out seasonal peaks.

What happens at move-out?

- We use the checkout meter reads provided by the Bale and Anchor team to calculate your final usage
- Reconcile your Homebox account and generate a final bill or credit
- Automatically collect or refund the balance via payment link, credits will be actioned by Bale and Anchor
- Close your Homebox account

Scan to set up your
Homebox account
and direct debit.



Need help?



Homebox Whatsapp Support

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



Homebox Email Support

support@homebox.co.uk



Lewisham Council

020 8314 6000 - lewisham.gov.uk



Electricity Network Operator

105 (UK-wide, free)



Scan to set up direct debit

