

Your essential

Moving Guide



**SHERLOCK
QUARTER**
BIRMINGHAM

Welcome to Sherlock Quarter

Your Quick Start Guide to Utility Billing with Homebox

What is Homebox?

Homebox manages your hot water billing at Sherlock Quarter. We are not your landlord or letting agent - we ensure your utilities are set up, billed accurately, and easy to manage from day one.

What do I need to do now?

01

Confirm your move-in

Let Sherlock Quarter 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 explain your billing options and help you choose the one that suits you best:

Option 1 Multiple suppliers

You manage and pay each supplier separately.

Option 2 One bill with Homebox

We consolidate your utilities into a single monthly payment.

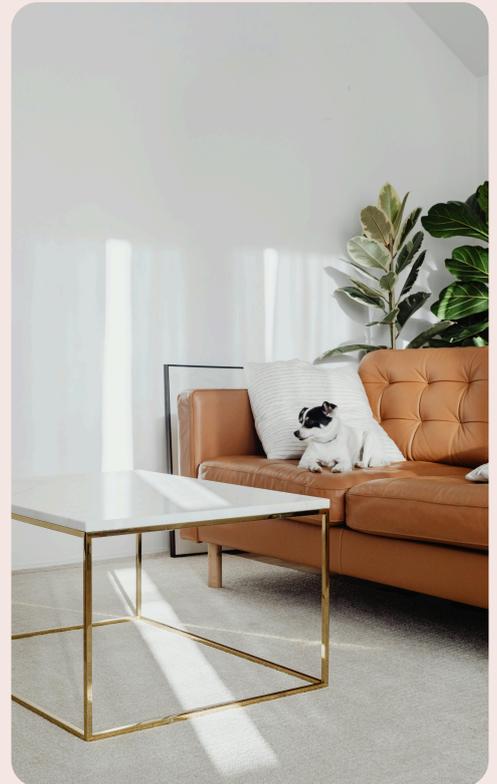
How billing works

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

What happens at move-out?

- 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 payment link, credits will be actioned by Sherlock Quarter
- Close your Homebox account

Scan to set up your Homebox account and direct debit.



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	£52 taken by direct debit
2	Meter readings applied and direct debit adjusted based on usage
3	Meter readings applied and direct debit adjusted based on usage
4	Meter readings applied and direct debit adjusted based on usage
5	Meter readings applied and direct debit adjusted based on usage
6	Meter readings applied and direct debit adjusted based on usage
7	Meter readings applied and direct debit adjusted based on usage

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 bed apartment = £52 per month

2 bed apartment = £63 per month

3 bed apartment = £66 per month

Moving out

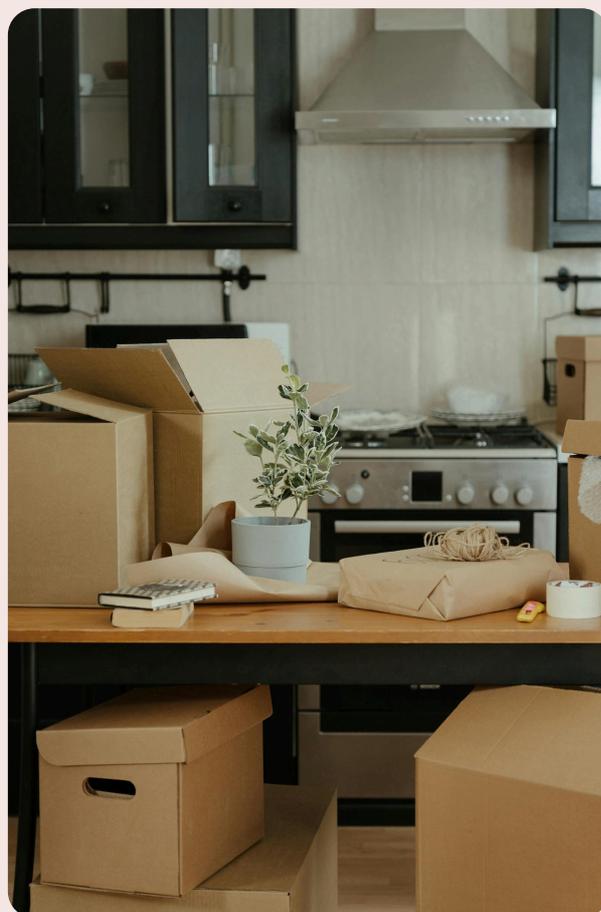
When it is time to leave your home at Sherlock Quarter, the process is simple and stress-free.

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 Sherlock Quarter 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 Sherlock Quarter
- ✦ 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.

Need help?



Homebox Whatsapp Support

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



Homebox Email Support

support@homebox.co.uk



Birmingham City Council

council.tax@birmingham.gov.uk



Severn Trent

0345 7500 500



Electricity Network Operator

105 (UK-wide, free)



Scan to set up direct debit

