

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.

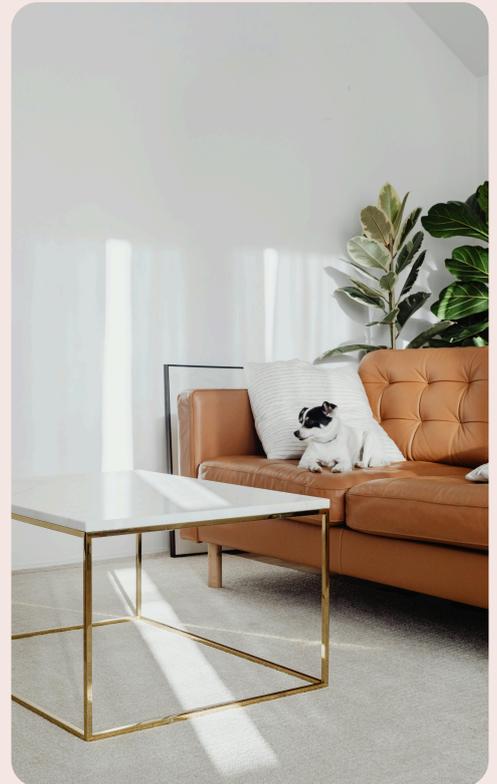
How billing works

- ✦ A fixed Direct Debit is taken monthly.
- ✦ Every 3 months, 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.



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

