

Your essential

Moving Guide



homebox



THE
Oakgate

Welcome to The Oakgate

Your Quick Start Guide to Utility Billing with Homebox

What is Homebox?

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.

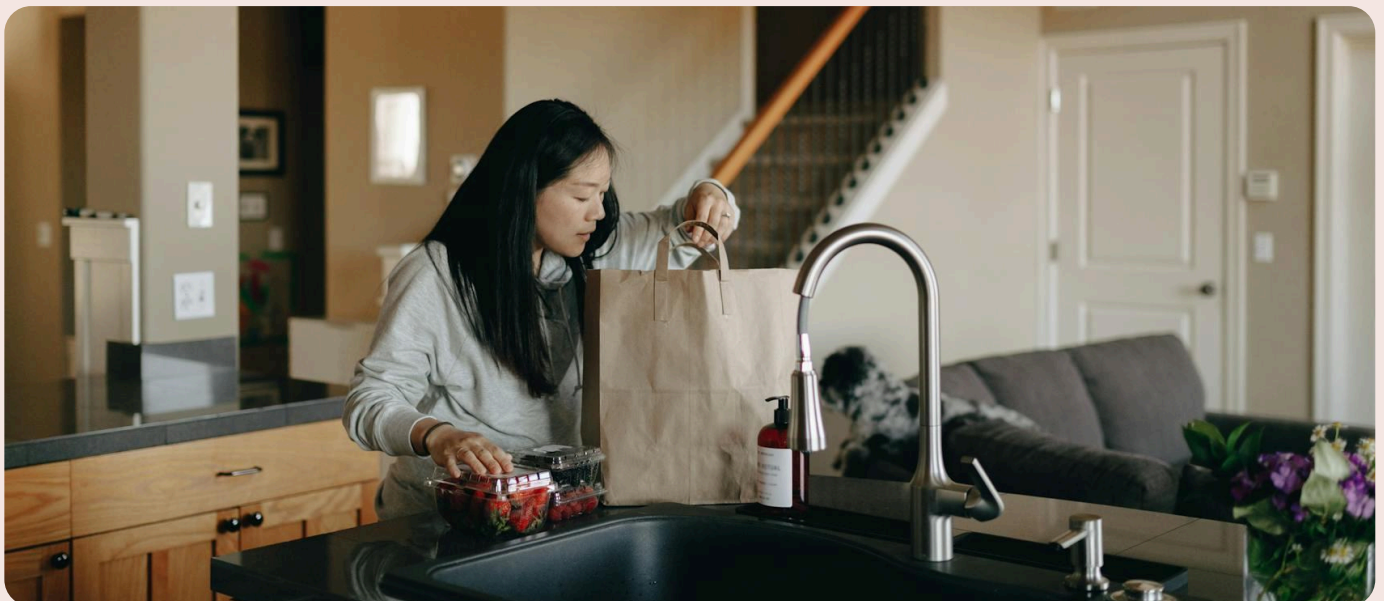
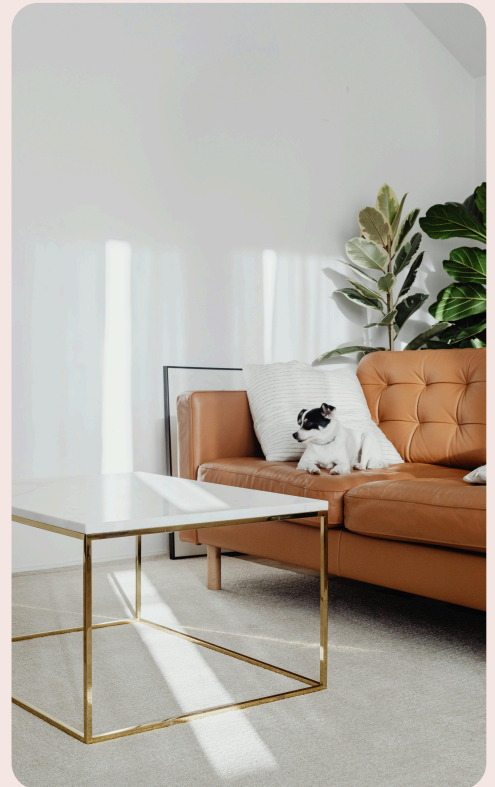
How billing works

- ✦ 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 The Oakgate
- 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



Mole Valley District Council

molevalley.gov.uk/council-tax



SES Water

seswater.co.uk



Electricity Network Operator

105 (UK-wide, free)



Scan to set up direct debit

