

Your essential

# Moving Guide

 homebox x 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.

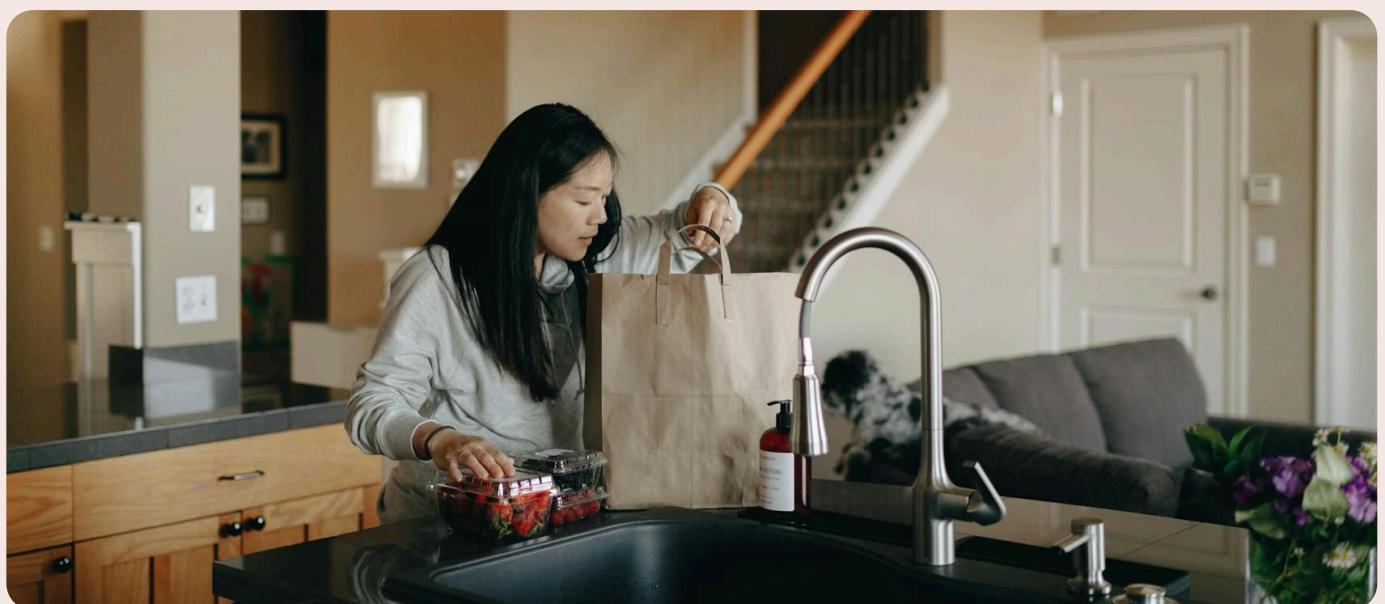
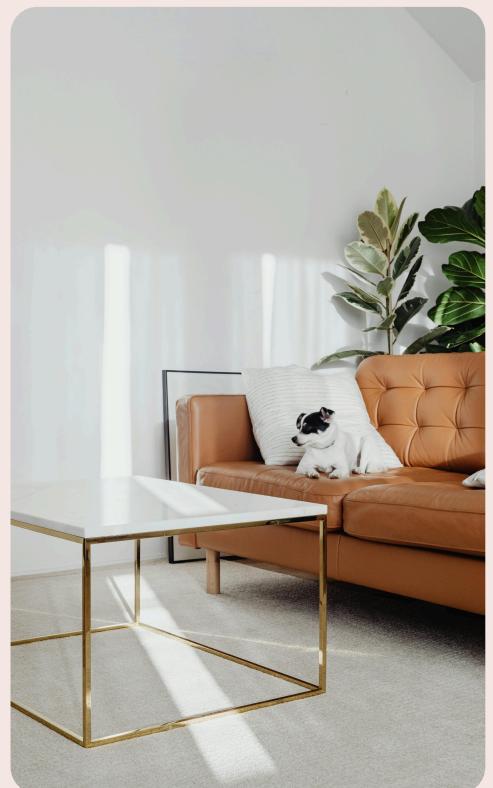
# How billing works

- 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](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

