

Your utilities at Bale & Anchor, powered by Homebox

We've created this guide to help you understand how your utility bills work. Our building has a single electricity and water supply with individual sub-meters for each apartment, making sure you only pay for what you actually use. Because of this setup, everyone must use the same suppliers for electricity and water. This keeps everything straightforward and managed under one system.

Which utilities do you need to pay for?



Electricity

Provided by Eon and managed by Homebox.



Water

Provided by Thames Water and managed by Homebox.



Council Tax

Paid directly to Lewisham Council.

Why Homebox?

Bale & Anchor has partnered with Homebox to handle all utility billing and make life simpler. Since our building has a shared supply for electricity and water, Homebox will manage both of these for you. They'll provide a monthly quote (based on your occupancy), collect one direct debit, and then pass on the total for everyone's usage back to us. This streamlined approach saves you time, eliminates the hassle of multiple bills, and ensures you're only paying for what you use.

Frequently asked questions

Q How do I set up my Homebox account?

A We'll give you a form so you can arrange your utility setup. After that, Homebox will be in touch to confirm your details and help you pick a preferred payment date.

Q How do I know I'm paying the correct amount for electricity?

A By providing Homebox with monthly meter readings. This ensures your bills and direct debit will always reflect your actual usage.

Q Why has my direct debit amount stayed the same?

A Homebox fixes your direct debit for the first three months while they assess your usage. After this initial period, it will adjust according to what you actually use. If it hasn't updated after your first three payments, please contact Homebox directly so they can review it for you.

Q Do I need to send meter readings to anyone?

A Yes, this is so we can ensure you are billed based on your usage.

Q Why doesn't my water payment change?

A To keep things simple, your water payment stays the same for the duration of your tenancy. At the end of your tenancy, we'll reconcile your usage and let you know if there's a refund or any adjustments to be made.

Q Are there any extra benefits of using Homebox?

A Absolutely! Homebox offers:

- **Canopy Grow:** A tool (worth £7.99/month) that helps build your credit score by reporting your rent payments to credit agencies like TransUnion, Experian, and Equifax.
- **Homebox Perks:** Enjoy special offers and discounts on shopping, dining, travel, and more.

Frequently asked questions

Q What happens if I miss a monthly payment?

A If a payment fails, Homebox will try to collect it again. After three unsuccessful attempts without any communication from you, a £15 late payment fee is added. You can avoid this by getting in touch with Homebox to arrange a payment date that works better for you.



Support team

We hope this clarifies how your utilities work here at Bale & Anchor. If you have any questions or need help, simply call the Homebox Customer Support team on 0208 106 1894 or click on the button below to schedule a call at a time that suits you.

[Book a call](#)