

YOUR UTILITY COMPANIES

SERVICE SUPPLIERS & METERS

At the moment, your utilities are supplied by the companies below. If you've got any questions about supply or tariffs, you should get in touch directly.

The meter readings, recorded on the handover certificate on the day we handed over your new home, are the base readings used to measure your consumption and calculate your bills.

ELECTRICITY

Power for lighting and plug sockets is supplied by:

E.ON Energy

0345 059 9905

www.eonenergy.com

HEATING & HOT WATER

This is provided by the communal supply. The heating and hot water are metered individually for each apartment. Contact SW Energy for information on billing:

SW Energy

0330 088 3607

directdebit@swenergy.eu

tenancychanges@swenergy.eu

www.swenergy.eu

WATER

Supplied by:

Thames Water

0800 980 8800 (billing)

0800 316 9800 (water supply)

www.thameswater.co.uk

HOT WATER, HEATING & VENTILATION SYSTEMS

HEATING & HOT WATER

Your home gets heating and hot water from a central heat generation plan, made up of boilers and an energy-efficient combined heat and power (CHP) unit. From there, hot water is delivered to homes around the property in insulated pipes.

You'll find a heat interface unit (HIU) in your home's utility cupboard. It needs to be on to make sure you're getting nice hot water on demand. The meter on the front of the HIU also lets you keep a close eye on your hot water and heating usage.

Heating in your home is easy to adjust with your Evinox heating controller and thermostatic radiator valves (TRVs) in the bedroom radiators for individual adjustment.

The HIU will require servicing annually. In line with the terms of your lease the servicing of the HIU will be undertaken by the landlord's approved contractor. All costs in relation to periodic servicing, repairs or replacement will be payable directly by the leaseholder to the landlord within 10 working days after the demand is issued allowing for receipt.

CHECKING YOUR SYSTEM PRESSURE

To maintain the correct working pressure within your HIU, it is recommended that you check this periodically. Simply check the pressure gauge as seen in the image below.

When cool, the gauge should read between 1 and 1.5 bar. When hot and in the working position, it should stay between 1.5 and 2 bar.

If you think your system pressure needs adjusting, you can call our aftercare team within the first two years, after this period we recommend consulting a qualified service engineer.

