

www.evinoxresidential.co.uk

01372
746537

Email & phones
monitored
Monday - Friday
8am - 5pm*
*Excluding bank holidays

billing@evinoxresidential.co.uk



HOW TO CONTACT US

Please contact us if you are moving in or out of the property or for any other issues related to the payment of your heat and hot water.



We're here to help, so please contact us if you have any billing questions, are moving in or out of the property or for any other issue related to the payment of your heat and hot water.

Handy things you can do to help avoid any problems:

- Please have your full address including postcode to hand when you contact us.
- Where possible and where access is required to your property, please keep appointments made.
- Contact us as soon as possible if you think your meter is faulty.
- If one of the readings on the bill is estimate, contact us with an actual reading, so that we can revise your bill.
- Let us know if you are moving out or letting your property.
- Take care of your metering equipment and avoid causing damage.
- Pay promptly for the energy you use and any associated communal facility charges or fees.



Contact Details for Service & Maintenance

Evinox Residential is your billing provider, but we may not be the first point of contact for issues relating to the service and maintenance of your heating equipment.

Please contact your landlord or managing agent if you need any further guidance.

Evinox Customer Service and Complaint Handling

At Evinox, we prioritise exceptional customer service, promptly addressing queries or complaints through various channels. Our dedicated team records all communication, ensuring effective resolution.

In most cases, queries and complaints will be resolved by our customer service team, whether you contact us by telephone, email, website enquiry or letter. All of our customer service staff are trained to a high standard to deal with your enquiry.

Additionally, we offer a transparent complaint handling policy, accessible on our website. Our goal is to resolve issues swiftly, typically within 28 days.

Visit www.evinoxresidential.co.uk for details.

Written complaints should be sent to us at the following address:

Evinox Residential, Unit 37, Barwell Business Park, Leatherhead Road, Chessington, Surrey, KT9 2NY.

If you have any questions we're here to help.

Contact us on **01372 746537** or email us at billing@evinoxresidential.co.uk
We are open Mon - Fri 8am - 5pm, excluding bank holidays.

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