

HEATING & HOT WATER SUPPLY TERMS & CONDITIONS

EFFECTIVE FROM 15 NOVEMBER 2025

The following Terms & Conditions apply to the supply of Heating and Hot Water.

A £200 deposit is taken when the tenant begins occupancy. The tenant should visit the Sandown Court office located in flat 244 in Block TWO to make payment and receive a receipt.

Invoices are issued at the beginning of the month following the month to which the invoice relates. Invoices should be paid within 7 days.

If not paid by 30 days, a reminder letter will be sent and interest will be charged. If not paid by 60 days, a further reminder letter will be sent and a £30 administration charge will be applied.

If payment is not received within 90 days, a **final** reminder letter will be sent. If the payment is not made within 7 days following the 90-day reminder, the service will be disconnected.

The arrears in full, plus a £30.00 reconnection fee must be paid to reconnect the service.

When at any time the amount overdue nears the £200 deposit figure the service will be disconnected until the overdue amount is paid.

After 30 days overdue, an interest charge will be added to the overdue amount equivalent to 3% PA. above the Bank of England Interest Rate.

Please contact the Accounts Dept if you wish to arrange a Payment Plan for your overdue amount; failure to do so will incur the above actions.

Your commencement of use, and your continuance of use of the Hot Water & Heating service implies you accept the above conditions.

ACCOUNTS DEPT: TEL: **07953 910185**
 EMAIL: **accounts@sandow244.com**