

www.evinoxresidential.co.uk

HOW TO CONTACT US

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

01372
746537

Email & phones
monitored
Monday - Friday
8am - 5pm

billing@evinoxresidential.co.uk



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 Evinox as soon as possible if you think your meter is faulty.
- 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 may not be the first point of contact for issues relating to the service & maintenance of your heating equipment. Please see the Maintenance Contact Leaflet in your Welcome Pack or contact your building manager for specific advice and direct contact details.

Evinox Customer Service and Complaint Handling

At Evinox, customer service is very important to us. We ensure that we respond to customer queries or complaints quickly and effectively. We keep a record of all communication from our customers, including details of telephone calls and enquiries.

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 based in the UK and are trained to a high standard to deal with your enquiry.

In addition to our high level of customer service, Evinox also provides a clear complaint handling policy. Full details of our complaint handling policy can be found on our website www.evinoxresidential.co.uk. We aim to resolve most complaints at first point of contact and deal with all complaints within 28 days

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
(This is a local rate call and lines are open Mon - Fri 8am - 5pm)

Or billing@evinoxresidential.co.uk
(Email account monitored Mon - Fri 8am - 5pm)

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