Important information for residents

Offering you guidance & advice

New heating and hot water charges

Drop-in sessions and additional support

What's inside:

- Dates and times for upcoming drop-in support sessions
- Additional support with paying your energy bills
- How to contact us with any questions or technical problems



Improving Broadwater Farm together

Haringey LONDON | my SYCOUS | shine

New heating and hot water charges: drop-in sessions



Your new energy bill charges will start on Monday, 7 October. You'll receive the first individual bill for your heating and hot water at the end of October 2024.

Join our Income Management team and energy advice service, SHINE, at the drop-in sessions throughout October and November to discuss any questions you may have:

When	Where
Wednesday 30 October * 11am to 1pm	Repairs Surgery, BWF Medical Centre
Wednesday 6 November 11am to 1pm	Repairs Surgery, BWF Medical Centre
Thursday 7 November 2pm to 4pm	BWF Community Centre Jazz Café
Tuesday 12 November ▲ 11am to 2pm	BWF Community Centre Jazz Café
Thursday 21 November *▲ 4pm to 7pm	BWF Community Centre Jazz Café

* A Turkish interpreter is attending this session.
▲ Sycous is attending this session to discuss any questions about your first bill.

Get help with your energy bills

Get a free energy advice assessment with SHINE to support you with:

Energy and bills advice
Energy saving, billing and metering, bill comparisons, eligibility for water discounts and more.

Energy debt support
Help with repayment plans, supplier mediation and grant applications to clear arrears.

Energy Doctor home visits
Advice on energy efficiency measures such as low energy light bulbs, draught proofing, reflective radiator panels and water saving devices.

Extra care services
Support with accessible utility bills, supplier password systems, additional help in power cuts etc.

Heating and insulation grants
For private tenants and homeowners.

Income maximisation
Benefit checks and budgeting advice

...and lots more!

SHINE's free service is available to anyone living in London, if you are:

- ✓ Over 60
- ✓ On a low income
- ✓ Have a disability or a long-term illness
- ✓ Have children

Support is subject to eligibility and the services available in your local area.

Contact SHINE today

SHINE will be attending the drop-in sessions, but you can contact them directly to discuss the support they offer.

0300 555 0195 or 0207 527 2001
contact@shine-london.org.uk
www.shine-london.org.uk

Get in touch

If you have any questions before the drop-in sessions, here's who to contact:

Questions about the drop-in sessions

Please contact your local Community Engagement Officers, Dionne Johnson and Numan Hussain, if you have any questions.

Dionne Johnson:
07805 918698

Numan Hussain:
07976 070667

bwf@haringey.gov.uk

Your heating and hot water isn't working

If your heating and hot water isn't working, please contact **K&T Heating** on **020 8305 3578**.

Having problems with your new meter

Sycous provides the meter and billing service for your heating and hot water. If your metre isn't working or you have any technical questions about your bill, please contact Sycous directly at **0333 880 3115** or **hello@mysycous.com**

Having trouble paying your bills

If you're having trouble paying any of your bills or are concerned about how you'll manage the new charges, please don't ignore the problem. Get in touch with our **Financial Inclusion team** – they're here to help.

financial.inclusion@haringey.gov.uk
020 8489 5611

www.broadwaterfarmestate.commonplace.is

Improving Broadwater Farm together