19 August 2026

Dear resident

Important Update Regarding Your Heat and Hot Water Bills at Broadwater Farm

We are writing to provide an update regarding the heat metering system serving Manston Block and to explain what this means for your future heat and hot water bills.

What is happening?
The Council is continuing to investigate a fault affecting the remote metering system at Manston Block. Unlike other parts of Broadwater Farm, where the issue has now been resolved, the remote communication fault at Manston Block remains ongoing. This means that actual meter readings are not currently being received automatically from your heat meter.

As a result, your heat and hot water bills may continue to be based on estimated consumption until the issue is resolved.

What does this mean for me?
Your heat meter within your home continues to record your actual heat and hot water consumption correctly.

The issue relates only to the remote communication system used to collect that information automatically. Once the fault has been resolved, the Council and Sycous will compare any estimated bills issued during this period against actual meter readings and reconcile accounts accordingly, in the same way that has recently taken place across other parts of Broadwater Farm.
This ensures that residents are ultimately charged only for the heat and hot water they have actually consumed.

What can I do to help?
To help ensure your bills are as accurate as possible, we strongly encourage you to submit regular meter readings directly to Sycous.

Providing regular readings will help reduce the need for estimated billing and minimise the likelihood of future account adjustments once the remote metering issue has been resolved.

Sycous Customer Services
Telephone: 0333 880 3115
Email: hello@mysycous.com

If you are unsure how to read your meter, Sycous will be happy to assist you.

Support Available
If you have any concerns regarding your bill or your account balance, please contact Sycous in the first instance.

Residents experiencing financial difficulty may also be eligible for support through the Haringey Support Fund - Crisis Payment Scheme.

Further information can be found at:
https://haringey.gov.uk/community-support-safety/haringey-here-to-help/haringey-support-fund-crisis-payment-scheme

Extended Payment Plans
The Council has worked with Sycous to introduce flexible repayment arrangements.
Residents may be able to spread payments over a period of up to 24 months, depending on their individual circumstances.
If you are concerned about paying your bill, please contact Sycous as soon as possible to discuss the options available.

Heating and Hot Water Open Surgery
We want residents to have the opportunity to ask questions directly and receive support with their individual circumstances.

The Council is therefore holding a dedicated:
Date**:** 24th September 2026
Time**:** 4:00pm - 8:00pm
Location**:** Broadwater Farm Community Centre

Representatives from the Council and Sycous will be available to:

- Explain how bills have been calculated
- Discuss individual accounts
- Answer questions about metering and consumption
- Review billing queries
- Discuss payment plans and available support

Looking Ahead
We appreciate your patience whilst we continue working to resolve this issue. We will provide a further update once the remote metering system at Manston Block has been restored.
In the meantime, the most important action residents can take is to continue submitting meter readings to Sycous so that bills can be based on actual consumption wherever possible.