

# Subletting and your Responsibilities





## Understanding your Responsibilities

As the Leaseholder, you are the registered account holder and therefore responsible for settling any utility invoices. Upon purchasing the property, you will have signed a Heat Supply Agreement (or similar) as part of the lease, indicating your legal responsibilities.

If you decide to sub-let the property, you may choose to make an arrangement with your tenant as the 'Occupier', to settle charges to the account on your behalf. However, it is important to ensure that the tenant settles any invoices by the payment due date, as you ultimately remain liable for any outstanding charges.

## Monitoring your Account Balance

If you sub-let your property, you will receive 'Lessee View Charging Statements'. These statements differ to the invoices your tenant will receive, in that they will show not just the total amount owed for the relevant billing period, but also the overall 'Account Balance'.

The Account Balance refers to the total charges owed on your account. It is very important to keep an eye on this figure: if the Account Balance increases with each charging statement, this indicates that your tenant is not paying their energy bills, and you are ultimately liable for this debt.

## Our Chasing Procedure

If a bill is not paid within the payment term provided, we will issue several payment reminders as part of our chasing procedure. If the charges continue to remain unpaid, the arrears will be referred to the Managing Agent for the building, who may choose to add the outstanding fees to your service charge account, or may invoke the Supply Suspension Procedure (SSP), which would ultimately lead to the property being disconnected.

The payment reminder letters will be sent to your nominated email address, or the supply /billing address, if we do not have your email on record.

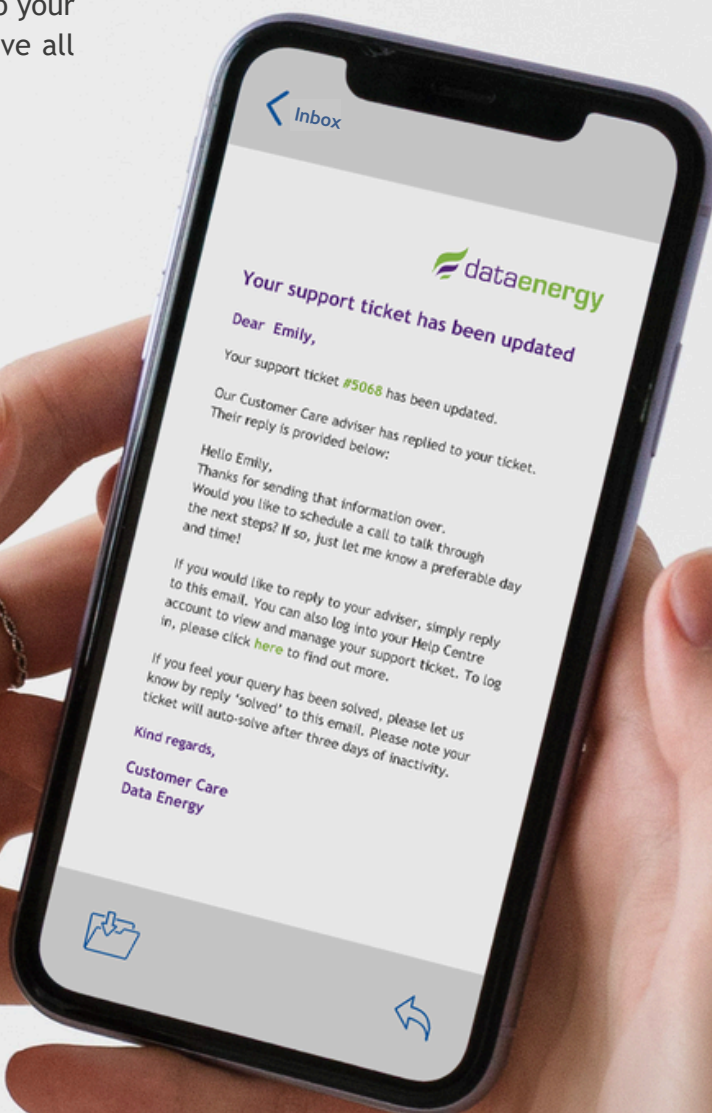
We understand that landlords may not always be able to retrieve correspondence sent to the billing address, and therefore strongly recommend that you register an email to your account. This will ensure that you receive all correspondence from us.

## Action to Take

We strongly advise you to remain in regular contact with your letting agent or tenant, and if your Lessee View Charging Statements show mounting arrears in the Account Balance section, we suggest your contact the relevant party with urgency to discuss this matter.

It may be prudent to establish a robust mechanism for recovering any outstanding costs regarding energy bills, in such instances.

Our dedicated Customer Care team are happy to assist you with confirmation on whether bills are being paid by the Occupier, however please note that General Data Protection Rules (GDPR) may sometimes prevent us from discussing certain details.





## Useful Resources

With a Customer Portal account, you can view and download your copy bills, view your current Account Balance, make payments, and notify us of any changes to your account.

You can register for a Customer Portal account using the the unique PayPoint and PIN number on the first page of your Charging Statement. If you have multiple properties, it is possible to link more than one property to your account.

Due to GDPR, landlords may be prevented from viewing some personal information associated with the tenant, including their consumption data. However, alongside being able to see issued bills, you can also monitor any chasing activity by Data Energy, such as payment reminder letters.

## We're Here to Help

You can find helpful advice on how our billing process works, moving in/out procedures, and more at our [Help Centre](#), which is accessible through the [Residents Hub](#).

Your development has a dedicated Customer Care adviser assigned to it, ready to help you with all your billing and tariff queries. By submitting a ticket or using or live chat through the Help Centre, you can attach relevant photos and documents, allowing us to solve your query most effectively.

You can also get in touch by calling us on [01279 810 119](#). Whilst our phone lines are open 9am - 4pm from Monday to Friday, tickets and live chats submitted through the Help Centre are attended from Monday to Friday.



We're here to help. If you experience any issues or require support, please find some helpful advice at our Residents Hub. Here, you can access our dedicated Customer Care team through the Help Centre, who are on hand to take billing queries and explain tariffs. Please contact us via:

**W** [dataenergy.co.uk/residents](https://dataenergy.co.uk/residents)

**T** 01279 810 119

[dataenergy.co.uk](https://dataenergy.co.uk)