

Leaseholder and Letting Guidance

What this guidance is about

This guidance explains what happens where a leaseholder lets their property or allows someone else to live there.

In this situation, the leaseholder remains the account holder and the Heat Supplier, Ginger Energy or managing agent will normally only discuss account-specific information with the leaseholder or another person with valid authority.

This guidance explains:

- who is responsible for the heat account;
- what information the leaseholder must pass to the tenant;
- what the tenant can and cannot discuss;
- how emergencies, outages, maintenance, complaints and support needs are handled.

Who is responsible for the heat account?

The leaseholder remains responsible for the heat account, even if the property is let. This is because the heat is supplied under the terms of the lease.

Letting the property does not transfer responsibility for heat charges to the tenant.

The leaseholder remains responsible for:

- heat and hot water charges;
- standing charges;
- consumption charges;
- tariff changes;
- billing adjustments;
- unpaid balances;
- payment arrangements;
- debt recovery action, where applicable;
- any other charges properly due under the lease, supply terms or applicable charging arrangements.

The leaseholder should make sure that any tenancy or Letting agreement explains how heat charges will be managed between them and their tenant.

Tenants cannot be added to the heat account

As the Heat Supplier does not permit tenants to be added to the leaseholder's account, the account will remain in the leaseholder's name.

This means that account-specific information will normally only be provided to the leaseholder or to a person who has been authorised in a way accepted by the Heat Supplier.

Account-specific information includes:

- invoices;
- account balances;
- payment history;
- arrears;
- credits or refunds;
- consumption data;
- meter readings used for billing;
- billing disputes;
- personal contact details;
- debt recovery information.

Account-specific information may only be shared with the leaseholder, a person with valid authority, or another person where there is a lawful basis to do so.

What information should the leaseholder pass to the tenant?

Where a leaseholder lets the property, the leaseholder should make sure the tenant receives the heat supply information they need to live in the property safely and use the heat supply properly.

This should include, where relevant:

- the Welcome Pack;
- the heat network user manual or resident guide;
- emergency contact details;
- how to report a fault or outage;
- complaints information;
- current heat tariff information;
- the most recent heat tariff calculation or tariff explanation;
- planned maintenance notices;
- outage and service interruption updates;
- Priority Services Register / extra support information;
- information about support for vulnerable residents;
- emergency and fault reporting information;
- any other notices that may affect the tenant's use of heat or hot water.

What can the tenant contact the Heat Supplier, Ginger or managing agent about?

Even where the tenant cannot be added to the leaseholder's heat account, the tenant may still contact the relevant party about practical matters affecting the heat supply.

For example, the tenant may report or ask about:

- loss of heating or hot water;
- planned maintenance;
- service interruptions;
- emergency issues;
- access arrangements;
- how to use the heating system;
- general complaints about the heat service

The Heat Supplier, Ginger or managing agent may provide general information to the tenant, such as:

- emergency contact details;
- how to report a fault;
- planned maintenance information;
- outage updates;
- complaints process information.
- general heat network guidance;
- emergency and fault reporting information;

What information cannot usually be shared with the tenant?

The tenant will not be given account-specific information.

This may include:

- bills or invoices;
- account balances;
- payment history;
- arrears;
- refunds or credits;
- detailed billing data;
- consumption data linked to the account;
- debt recovery information;
- the leaseholder's personal information.

If the tenant needs this information, they should normally ask the leaseholder or their representative to provide it directly.

Bills and invoices

Bills and invoices will be issued to the leaseholder or named account holder.

The Heat Supplier, Ginger or managing agent will not usually issue invoices directly to the tenant where the Heat Supplier does not allow tenants to be added to the account.

The leaseholder remains responsible for ensuring payment is made.

If the leaseholder wants the tenant to contribute towards heat charges, this should be dealt with privately between the leaseholder and tenant under the tenancy or Letting arrangement.

Complaints and service issues

The tenant may raise complaints about practical service issues, such as:

- loss of heat or hot water;
- poor service;
- maintenance problems;
- outage communication;
- safety concerns;
- difficulty getting help.

However, if the complaint relates to account-specific matters, such as bills, charges, arrears, refunds, consumption data or account liability, the Heat Supplier, Ginger or managing agent may need to deal with the leaseholder directly.

The Heat Supplier must have a complaints process that is clear, accessible and able to deal with complaints made by third parties or on behalf of consumers, including vulnerable consumers.

Complaints will be handled in line with the Complaints Handling Policy and Complaint Handling Procedure. Where a complaint involves account-specific information, the Heat Supplier or Ginger Energy may need authority from the leaseholder before sharing information or taking account-specific action.

Outages, emergencies and maintenance

Where there is an outage, emergency, suspected emergency or planned maintenance issue, the Heat Supplier, Ginger, managing agent or operator may communicate directly with the tenant where appropriate.

This may happen because the person living in the property needs to know what is happening and what action they need to take.

Examples include:

- planned shutdowns;
- urgent maintenance;
- emergency supply interruptions;
- safety notices;
- access requirements;
- restoration updates.

Leaseholders and tenants must be clearly told how to report emergencies, suspected emergencies, outages and urgent supply issues, and must be given the correct contact number to use.

Vulnerability and extra support

The Heat Supplier recognises that an tenant may need extra support, even where they are not the leaseholder or account holder.

Where the tenant may need additional support, they may contact the Heat Supplier, Ginger Energy or managing agent. The tenant may ask about extra support or the Priority Services Register even if they are not the named account holder. Priority Services Register support is free and confidential. Information will only be recorded and shared where necessary and lawful.

This may include:

- accessible communication formats;
- priority updates during outages;
- additional welfare support during prolonged interruptions;
- signposting to support services;
- explaining how to raise a concern or complaint.

Suppliers must take account of consumer circumstances, including vulnerability, personal characteristics and communication preferences.

Important points to remember

The tenant cannot be added to the leaseholder's account:

- the leaseholder remains responsible for the heat account;
- the tenant cannot access bills, balances, payment history or consumption data from the Heat Supplier or its representatives;
- the tenant can still report faults, outages, emergencies, safety concerns and practical service issues;
- the Heat Supplier, Ginger or managing agent may provide general information to the tenant to comply with heat network consumer protection regulations;
- account-specific information will normally only be discussed with the leaseholder or an authorised person;

This guidance explains how the Heat Supplier will usually handle Letting and tenant contact arrangements. It does not change the lease, transfer liability, or override the Heating Services Agreement. Where there is any inconsistency, the lease, Heating Services Agreement and applicable law will take priority.