

Residents of Bickerdike Court



Heating and hot water upgrade works 2021

Our contractors; RPS, are currently carrying out works to communal areas, however we have suspended all works to the individual flats until current lockdown restrictions are lifted. Your heat and hot water supply will not be affected during this time. When we recommence works to individual flats we will be in touch to provide you with updates.

Heat and hot water supply

Your heat & hot water is supplied by One Manchester via our appointed heat metering and billing service provider: Switch2.

Top-up method

Manually top-up at shop: Lifestyle Express, 100 Northmoor Road, Longsight M12 5RS.

Emergency credit

Your heat meter has an emergency credit function, it may require you to access it manually. If you are unsure of how to access this then contact Switch2 (switch2.co.uk/residential-portal) or 0333 321 2010) or One Manchester (0330 355 1000) for advice.

Contacting Switch2

You can contact Switch2 directly with any queries about heat metering and billing on switch2.co.uk/residential-portal or call them on 0333 321 2010.

Financial difficulties or struggling to top-up your meter

Contact One Manchester for support by using our web form on our website, (onemanchester.co.uk/contact-us) our web chat or by calling 0330 355 1000.

Electricity supply

Your electricity is supplied by your chosen electricity provider. If you do not know who your electricity provider is then use the Energy Networks Association postcode search tool (energynetworks.org/operating-the-networks/whos-my-network-operator) to find out the name of your network operator and their telephone number. Your network operator will be able to tell you who supplies your electricity.

If you are struggling to afford your electricity costs you can contact your electricity supplier and they will be able to discuss the options available to help you manage your bills during Covid lockdown and afterwards.

For the latest updates regarding COVID-19, our service level, and useful links for further support, you can visit our dedicated page on www.onemanchester.co.uk/latest-coronavirus-information