

Pay your rent by standing order

August 2011



A convenient way to pay

Paying by standing order is convenient as there is no queuing at the Post Office or shop – the rent is paid for you automatically by your bank or building society.

A standing order is an instruction from you to your bank or building society to pay a set amount on a regular basis to someone else, in this case HFI. If you have a current account with a bank or building society you can set up a standing order to pay your rent charges weekly, fortnightly or monthly.

Switch to paying rent by standing order and we will credit your rent account with £10 payment for switching.*



Frequently Asked Questions

Is a standing order the right payment method for me?

It is a 'no fuss' way to make regular payments; especially suitable for those who would prefer to make weekly or fortnightly rent payments. Standing order may not be suitable for some tenants on housing benefit whose rental charge changes on a regular basis. For more advice please contact your income recovery officer.

I want to pay monthly - how do I work out the amount to write on the form?

There are more than 4 weeks in most months so you therefore multiply the weekly amount by 52 (weeks in the year) and divide by 12 (months in the year) to get your monthly amount. Your income recovery officer will provide the correct figure on request.

Should I pay in advance?

Yes. When you fill in the form it's best to set the date of the first payment a few of weeks from today's date. This will give your bank or building society time to set it up. Until then remember to keep paying your rent so you don't get into arrears.

How long does it take for the payments to reach my rent account?

Payments usually take 3-5 working days to reach your rent account.

What sort of account do I need to pay by standing order?

Any bank or building society current account, including basic bank accounts can be used to make payments by standing order.

How do I set up a standing order?

- Complete the standing order form and send it us using the freepost address

Visit our website at

www.homesforislington.org.uk



- We send it to your bank or building society and they will start paying your rent direct from your current account as you have requested on the form

How can I be sure that the rent has been paid?

Standing order payments appear on your bank or building society statement, but if you want information about a particular payment just contact your branch. We will send you a rent statement twice a year. You can see a mini-rent statement anytime by clicking the “Do it online” button on our website www.homesforislington.org.uk. Have your rent account number and full postcode ready as you will need them to view your rent statement online.

What happens when the rent changes?

If your rent changes for any reason you will be advised in advance by Homes for Islington or Housing Benefit. You will need to advise your bank/building society of the new amount to pay each week/month from the date you are advised your rent will change.

I would like to make an arrangement to clear my arrears by standing order

If you wish to pay an additional amount to clear your arrears you may increase the amount that you pay each week / month by calling your bank / building society or set up a second standing order for the extra amount only. Speak to your income recovery officer first to agree an amount that you are able to afford before you do this.

Can I cancel a standing order?

Yes, you can cancel a standing order at any time by writing to or calling your bank / building society. You should also let your income recovery team know if you decide to cancel your standing order to discuss alternative ways to pay your rent.

Contact us

All rent and income recovery services are now based at Highbury House, 5 Highbury Crescent, London, N5 1RN. Contact details are provided below:

Tel: 020 7527 5300

Fax 020 7527 5365

Email: income.recovery@homesforislington.org.uk

*Only one Just Rewards payment for the first switch to direct debit or standing order

Visit our website at

www.homesforislington.org.uk



Bank Standing Order form

Please complete parts 1 - 11 of the form and send it to the address shown below.

Standing Order Mandate

1 Reference (Your Rent account number)

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(reference to be quoted, nine numbers starting with 1 or 0)

2

Name _____

Address _____

3

Name of Bank _____

Bank Address _____

Please pay the **Co-Operative Bank, Islington Branch (Sort Code 08-90-33)** for the account of **London Borough of Islington (account number 61068858)**

4

The sum of (amount in figures)

£

5

Every: Week* / Fortnight* / Month*
(* Circle one)

6

Starting on (Date)

Until you receive further notice from me / us

7

Name(s) of Account Holder(s)

8

Bank Sort Code

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9

Bank Account Number

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10

Signature(s)

11

Date



Payments made by Bank Standing Order will be credited to your rent account within 3-5 days of payment

Send the completed form to:

Freepost RLUX-CEKU-ZRBC
Accountancy Revenue
Homes for Islington
5 Highbury Crescent
LONDON
N5 1RN

No stamp required

Special instructions to banks and building societies

1. The reference quoted **must** contain 9 digits with no spaces
2. In case of enquiry please phone **020 7527 4382**
3. This cancels any previous order in favour of the beneficiary under this reference.

The bank will not undertake to (i) advise the payer's address to beneficiary (ii) make reference to Value Added Tax or other indeterminate element (iii) advise beneficiary of inability to pay (iv) request beneficiary's banker to advise beneficiary of receipt.