

Handy Guide to

Paying your rent

- **TELEPHONE BANKING / INTERNET:** you can make a rent payment direct into our bank account via your bank. You will need to quote our Sort Code (**16-14-17**) and Account Number (**10010849**). When making payments via this method please ensure you include your reference with the payment which is your Tenancy Agreement Reference Number (this can be found on your rent statement and is three letters followed by three numbers and then "T" and a further number eg ABC001T1).
- **DIRECT DEBIT:** please fill in the 'Direct Debit' form at the back of this document, sign it, then post it to:

**Finance Department, 1st Floor, Metropolitan House,
20 Brindley Road, Old Trafford, Manchester M16 9HQ**

Please ensure you fill in your Tenancy Agreement Reference Number (this can be found on your rent statement and is three letters followed by three numbers and then "T" and a further number eg ABC001T1).

- **USING YOUR SWIPE CARD**

- a) At any **Post Office, PAYzone, some e-pay outlets or PayPoint outlets**. If you have lost your swipe card please phone your Housing Officer. For a list of local locations that accept your card you can go to **www.allpay.net/outlets.php4**
- b) Via the Internet - Log on to **www.allpayments.net**
Following the link, use your swipe card number.
Credit Card and Debit Card payments are accepted

Paying your rent

- c) By ringing Allpay on **0844 557 8321** and using your swipe card number (charged at local rates). Credit Card and Debit Card payments are accepted.
 - d) By Text Message - You need a UK registered mobile, a valid allpay.net swipecard and a current debit or credit card. After a brief on-line registration customers can make payments by texting 'Pay' along with a registered text code and the amount they wish to pay, followed by the text password which is the last four digits of their debit or credit card.
- **STANDING ORDER:** please download, fill in and sign the attached 'Standing Order' form. This should then be sent direct to your bank. Please ensure you include your reference with the payment - this is your Tenancy Agreement Reference Number which can be found on your rent statement and is three letters followed by three numbers and then "T" and a further number eg ABC001T1.
- **BY CHEQUE:** Make your cheque payable to "St Vincent's Housing Association" and write your name and address and tenancy reference number (this can be found on your rent statement and is three letters followed by three numbers and then "T" and a further number eg ABC001T1) on the back of the cheque. You can post or deliver cheques by hand to the office. If you post please send them to:
- Finance Department, 1st Floor, Metropolitan House,
20 Brindley Road, Old Trafford, Manchester M16 9HQ**



DIRECT DEBIT FORM

Instruction to your Bank or Building Society to pay by Direct Debit.

Please fill in the whole form using a ball point pen and send it to: St Vincents Housing Association Ltd, 1st Floor, Metropolitan House, 20 Brindley Road, Old Trafford, Manchester M16 9HQ

Name(s) of Account Holder(s)

Originator's Identification number

6	7	1	6	3	3
---	---	---	---	---	---

Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--

Agreement Reference Number

								T	
--	--	--	--	--	--	--	--	---	--

Branch Sort Code

--	--	--	--	--	--

Instruction to your Bank or Building Society

*Please pay **St Vincents Housing Association Ltd** Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with **St Vincents Housing Association Ltd** and, if so, details will be passed electronically to my Bank/Building Society.*

Name and full postal address of your Bank or Building Society

To The Manager

Bank/Building Society
Address
Postcode

Please Indicate which day of the month you wish the direct debit to leave your bank account (please circle the day)

1st of month	15th of month	25th of month
-----------------	------------------	------------------

Signature(s)

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

Date

✂ THE GUARANTEE SHOULD BE DETACHED AND RETAINED BY THE PAYER

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your direct debit, St Vincent's will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request St Vincent's to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by St Vincent's or the bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when St Vincent's asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



STANDING ORDER FORM

THIS FORM SHOULD BE TAKEN OR SENT TO YOUR BANK

Please make the payments detailed below and debit my/our account*

Name of A/c to be debited

Reference number to be quoted

Account number

Sort Code

Date

Name of Payee	St Vincent's Housing Association Limited
A/c No	10010849
Sort Code	16-14-17
Address of Payee	1st Floor, Metropolitan House, 20 Brindley Road, Old Trafford, Manchester M16 9HQ
Branch Address	Bradford Branch - Royal Bank of Scotland PLC

Amount in words

Amount in numbers

£

Date of Payments

Date of First Payment

Special Instructions (if any)

Payments are to continue until you receive further notice in writing.

This instruction cancels my previous order in favour of the Payee named above under this reference.

Signature

* Delete as necessary