

How to Pay Your Rent by Direct Debit

SEVEN LOCKS HOUSING

— Strong **Foundations**,
Stronger **Communities**.....

SEVEN LOCKS

HOUSING



Do you currently pay your rent at the Council Offices, or use your payment card at a Paypoint, Post Office® or Pay-zone?

Have you thought about letting Direct Debit save you the time and the trouble?

What are the benefits of paying by Direct Debit?

Choosing to pay by Direct Debit means:



Less administration for you and for us when changes occur



It is paperless



There is no need to renew your instructions to your bank each year



You can choose to pay weekly, fortnightly, four weekly or to make monthly payments

Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,
Market Harborough LE16 9HW

Tel: 01858 414500, **Fax:** 01858 419156, **Email:** info@sevenlockshousing.co.uk

Are there any guarantees that this method of paying is secure?

If you choose this way of paying your rent then you will benefit from the:

The Direct Debit Guarantee

This guarantee is offered by all Bank and Building Societies that take part in the Direct Debit Scheme.

The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amount to be paid or the payment dates change Allpay.net will notify you 10 working days in advance of your account being debited or as otherwise agreed.

If an error is made by Allpay.net Limited or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society.

If you would like to switch and pay your rent by Direct Debit contact: **01858 414507** and we will be able to make all of the arrangements over the phone.

Why are Seven Locks housing introducing all of these new options for how you can pay your rent?

We want to make sure that paying your rent regularly is as easy as possible for all of our customers. We have introduced many more options to enable you to pay your rent quickly and conveniently!

You do not even have to leave your armchair to use some of them. Or, if you are out shopping, you can now pay your rent at any town or local village using the Post Office® or wherever you see the PayPoint sign.

Details of our full menu of payment options are included in our "How to Pay Your Rent" leaflet, or contact us on 01858 414507 and we will be happy to talk to you about your options to pay your rent.

This leaflet gives advice about how to pay you rent by Direct Debit – If you or someone you know needs this information in another format or language, please contact Customer Service on 01858 414500.

We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.