

How to pay your rent

By Direct Debit – the easiest way to pay. Just fill in and return the direct debit form in the back of this book and leave the rest to us.

By Standing Order - If you would like to pay by standing order, please ask for a form and send it to your bank. You can get a form from the rent section on 0208 937 2480.

By Credit Card - You can pay by debit or credit card by phoning our credit card hotline on 020 8937 1717 between 8am – 8pm Monday - Friday

By On-Line Banking – You can pay by debit/credit card, Switch, Solo etc. via the computer through the Brent Council's web site – “pay your rent” online system.

At PayPoint - You can pay at convenience stores, newsagents, supermarkets and service stations where you see the PayPoint sign, using your PayPoint card. PayPoint agents only accept cash.

At the Post Office -By taking your PayPoint card to any post office. You can pay with cash, by cheque or with your debit/credit card. Please make any cheque payable to Post Office Counters Ltd. and write your rent payment reference number on the back of your cheque.

At a Bank or Building Society - fill in your rent payment slip and take it along with your payment, to a bank or building society. If you are paying by cheque, make it payable to **London Borough of Brent**. If you pay at your own bank or building society or any branch of NatWest bank, you will not have to pay a charge.

By post – You can send your payment slip with a cheque to Brent Housing Partnership, Rent & Accounting, Chancel House, Neasden Lane, London NW10 2UF. Please write your rent account number on the back of the cheque, and make it payable to **London Borough of Brent**.



Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

London Borough of Brent
Rent Accounting Section
Chancel House
Neasden Lane
London
NW10 2UF

Service user number

6 7 9 2 7 5

FOR London Borough of Brent OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

We offer a choice of payment dates. Please tick your chosen payment date. If you do not select a payment date we will take your Direct Debits on the 1st Monday of each month.

Weekly 1st Monday of Month 1st Monday after the 15th

Instruction to your bank or building society

Please pay London Borough of Brent 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 London Borough of Brent and, if so, details will be passed electronically to my bank/building society.

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Name and full postal address of your bank or building society

To: The Manager Bank/building society
Address
Postcode

Signature(s)

Date

Reference

Banks and building societies may not accept Direct Debit Instructions for some types of account

DD11

This 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 London Borough of Brent will notify you 7 working days in advance of your account being debited or as otherwise agreed. If you request London Borough of Brent 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 London Borough of Brent or your 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 London Borough of Brent 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.