



## HOW TO PAY FOR YOUR SERVICE CHARGES



You may pay your service charges in any of the following ways:

**By Post** – You can pay by post by sending a cheque, made **payable to the London Borough of Brent** (no cash accepted) to Leasehold Services, see address below. Please ensure that you write your name, address and account number (see your invoice) on the back of your cheque. ***Paid cheques are considered to be sufficient evidence of payment and receipts will only be issued if specifically requested and the cheque is accompanied by a copy of the invoice and a stamped self addressed envelope.***

**By Standing Order/Direct Debit** – Please contact Leasehold Services on telephone number 020 8937 2609, to request the mandate you require. Once received, please return the completed form to Leasehold Services (Payments), see address below. Once we have updated our records, the mandate will then be sent to your bank. **Please do not send directly to your bank, as this may result in your account not being debited.**

**By Credit Card** – You can pay by Switch, Delta, Debit Card or Credit Card by telephoning our automated Credit Card Hotline on 020 8937 1717. When prompted, press 4 on your telephone keypad to pay service charges. Please ensure that you have your leasehold service charge account number (this is the four digit number after FD48, as shown on the top of your invoice) and card details to hand. You will be given an official four digit receipt number at the end of the call.

**Payment online over the Internet** – You can now pay your service charges through our online services. Please log into [www.bhphousing.co.uk](http://www.bhphousing.co.uk), then go to 'Do it on line' and click into 'Pay my service charge', then follow the instructions on screen. You will need your service charge invoice to obtain the account number and amount to pay.

**Pay Point** – You can now pay your service charges through Pay Point. This service is available in any Post office or shop showing the Pay Point sign. You will need to have your Pay Point barcode which is shown on the bottom of the second page of your invoice. (We will only accept cash payments, no cheques)

**Other Payment Options** – For large service charge bills (mainly resulting from major works to your property), the Council can make available loan facilities (so that the cost can be spread over a number of years (between 2 and 10 years depending in the amount of the charge). However such loans do attract interest at the local authority loan rate (which is normally higher than the high street lenders).

**If you have a query on any matters related to PAYMENTS please contact:**

**Brent Housing Partnership**

**Leasehold Services (Payments)**

**5<sup>th</sup> Floor, Chancel House**

**Neasden Lane**

**London**

**NW10 2UF**

**Tel: 020 8937 2407**

**020 8937 2609**

**020 8937 2610**

**Fax: 020 8937 2455**

**Non – Payment related queries:**

If you have a complaint or query of any description, please inform the **Leasehold Management Unit** on **020 8937 2601** who will assist you. If the lines are busy, please leave a message on the answer-phone / voicemail and we will respond as soon as possible.

You may also contact any of the Council's One-Stop Shops who will liaise with the Brent Housing Partnership on your behalf. The One Stop Shop has offices around the borough as follows: -

Brent Town Hall, Forty Lane, Wembley HA9 9HD

Brent House, 349-357 High Road, Wembley HA9 6BZ

Harlesden, 1-2 Bank Buildings, High Street, Harlesden NW10 4LX

Willesden Green Library Centre, 95 High Road, Willesden, NW10 2ST

One Stop Shop Telephone Team 0208 937 1200, MINICOM 0208 937 1993

Kingsbury Library, Kingsbury Road, London NW9 – **General Enquires**

