



HOW TO PAY FOR YOUR MAJOR WORKS



You may pay your major works/external decorations 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 2609/2610, to request the mandate you require. Once received, please return the completed form to Leasehold Service (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 credited.**

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 5 on your telephone keypad to pay external decorations. Please ensure that you have your external decoration account number (this is the five digit number after FD86, 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 your call.

Other Payment Options – For major works bills, 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 on the amount). 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	Tel: 020 8937 2609
Leasehold Services (Payments)	020 8937 2610
5th Floor, Chancel House	020 8937 2407
Neasden Lane	
London	Fax: 020 8937 2455
NW10 2UF	

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 Building, High Street, NW10 4SU
Kingsbury, 522-524 Kingsbury Road, London NW9 9HE
Willesden Green Library Centre, 95 High Road, Willesden, NW10 2ST
One Stop Shop Telephone Team 0208 937 1200, MINICOM 0208 937 1993

