

Your guide to Switching to Direct Debit



If you do not currently pay your rent and any service charges by direct debit and want to change to this way of paying, we are now offering an incentive to change. We are offering all new direct debit payers a £25 one-off payment which will be added to your account.



To qualify for the one-off payment, all you need to do is set up a new direct debit with us and then continue to pay in this way for 12 months.

The advantages of paying by direct debit are:

- You can pay weekly, fortnightly, 4-weekly or monthly on a date that suits you.
- We can set up a direct debit over the phone.
- We can make any changes to your direct debit on your behalf with prior notice without any worry to you.
- We can automatically amend your payments when your rent is increased each year.
- You will not have to make a journey to the post office or pay point outlet to pay.
- We can include any amount we have agreed to clear any arrears.
- You will have peace of mind knowing your rent is paid on time.
- It costs us less to collect rent by a direct debit, so any money we save can be used to improve other services we offer.

Is direct debit safe?

Yes. Your direct debit will cost you nothing to set up and can be easily cancelled by contacting your bank or building society. We always give you at least 10 days' notice before taking your first payment or amending any future payments. If we or your bank or building society make an error, you are entitled to a full refund.

How easy is it to set up a direct debit?

It is very easy to set up - just ring us on 01925 246810 and we can set it up over the phone. You will need your bank account details.

If your name is not on the bank account you will need to arrange for the account holder to be with you when you call.

How do I get paid?

We will automatically send you the vouchers at the end of 12 months. If your rent account is in arrears we will add the payment to your rent account.

What if I don't have a bank account?

You or the person paying on your behalf will need a bank account or building society account to set up a direct debit. If you would like advice about setting up a bank or building society account please contact us and we can help you. Paying by direct debit may also save you money on other household bills.

Conditions apply, for further details please ring 01925 246810 or email us on admin@wha.org.uk

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