

Direct Debit is the simple, safe and convenient way to pay your rent on your home or garage.




Direct Debit is Wolverhampton Homes preferred method of paying rent. By choosing to pay by Direct Debit you are helping Wolverhampton Homes to save money. It's cheaper to process a Direct Debit than a counter payment, and these savings are used to improve tenant services.

Don't forget that when you pay your rent by Direct Debit you are automatically entered into our monthly FREE PRIZE DRAW to win prizes worth up to £150

When you pay by Direct Debit you are protected by the Direct Debit Guarantee, which is shown in full on the enclosed Direct Debit Instruction.

These **frequently asked questions, (FAQ)** should give you all the information you need to make the change to Direct Debit.

- **How do I set up a Direct Debit?**

-  Call us **FREE on 0800 408 0440** or
-  Download the instruction from [www.wolverhamptonhomes.org.uk/rentsandbenefits/How\\_to\\_pay\\_your\\_rent](http://www.wolverhamptonhomes.org.uk/rentsandbenefits/How_to_pay_your_rent) and return to
-  FREEPOST RRLH-ZUUS-AZHU  
Rents Management Unit  
WOLVERHAMPTON HOMES LTD  
Alfred Squire Road  
Wednesfield  
Wolverhampton  
WV11 1XU

- **Can Direct Debit be paid from any kind of bank account?**

- ✓ Most current accounts at banks and building societies can pay Direct Debits. Some special deposit accounts can also pay Direct Debits, just ask at your bank or building society branch.

- **What information do I need to set up a Direct Debit?**

- ✓ You need your name, address and rent account number – found on your rent card
- ✓ bank or building society account number
- ✓ bank or building society branch sort code - found on your cheque book
- ✓ the name(s) on the account

- **What do I do if I have a query on the Direct Debit?**

- ✓ Just call us **FREE on 0800 408 0440** during office hours and our staff will be happy to assist you with any queries

- **Once the Direct Debit is set up do I need to do anything?**

- ✓ No, other than making sure you have enough money in your bank account to cover the payment when it is due. Wolverhampton Homes will always give you advance written notice of the payment dates and amounts to help you to plan your budget. It is a good idea to check your bank statement regularly to ensure that your payments are made correctly.

- **When is the payment collected?**

- ✓ Your Direct Debit payment will be collected from your bank account on the first working day of each month.

- **How much will I pay?**

- ✓ Wolverhampton Homes calculates the amount of rent due from the date you intend to set up the Direct Debit to the end of the rent year, adds in any arrears or deducts any credit on your rent account and then divides the total by the number of complete months left in the rent year.

Don't worry if this seems complicated just call us **FREE on 0800 408 0440** during office hours and our staff will be happy to work out your Direct Debit payment.

- **What if my rent changes?**

- ✓ Wolverhampton Homes will advise you of any changes to your Direct Debit at least 10 working days before your payment is collected.

- **How do I cancel a Direct Debit?**

✓ If you change your mind about using Direct Debit to pay your rent, just call us **FREE on 0800 404 0440** during office hours and our staff will cancel your Direct Debit. If you do decide to cancel try not to leave it to the last minute or your payment may have already been made. Remember that you will need pay your rent by another method.

- **How do I get back any money paid in error?**

✓ If any payment is made in error you should contact **your bank or building society** for a full and immediate refund. If Wolverhampton Homes make an error with your Direct Debit we will pay £10.00 to your rent account by way of compensation.

**Wolverhampton Homes hopes you will choose Direct Debit, the simple, safe and convenient way to pay your rent.**

Payment of Rent by Direct Debit

Arabic

دفع الإيجار بالخصم المباشر

Bengali

সরাসরি ডেবিট করে ভাড়া মেটানো

Farsi

پرداخت اجاره از طریق برداشت مستقیم از حساب بانکی

Gujarati

ડાયરેક્ટ ડેબિટ દ્વારા ભાડાની ચૂકવણી

Hindi

‘डायरेक्ट डेबिट’ द्वारा किराए का भुगतान

Punjabi

‘ਡਾਇਰੈਕਟ ਡੈਬਿਟ’ ਰਾਹੀਂ ਕਿਰਾਏ ਦੀ ਅਦਾਇਗੀ

Urdu

ڈائریکٹ ڈیبٹ کے ذریعے کرایے کی ادائیگی