

Key worker accommodation – how to pay

There's a choice of ways to pay your rent and other charges.



- **Direct Debit**

The easiest way to make a payment automatically from your bank or building society account. If you'd like to pay your rent by direct debit, please contact the Accommodation Office.

- **Online rent payment**

If you're already registered with [MySovereign](#) it's easy to pay online with access your account anytime of the day or night. If you'd like to register for a [MySovereign](#) account, you can do this by visiting my.sovereign.org.uk you'll need your tenancy reference number, if you're unsure what this is, a member of the Accommodation team will be happy to help.

- **Debit or Credit Card**

You can pay your rent over the phone by debit/credit card by calling the Accommodation Office during normal business hours. We accept:

- ✦ Visa/Visa Electron
- ✦ Maestro/Mastercard
- ✦ Solo

- **Internet banking**

If you have internet banking and would like to set up regular payment for your rent, please pay:

Sovereign Housing Association Ltd

Account Number: **46156119**

Sort Code: **56-00-35**

Reference: **You must quote your tenancy number on any payments**

- **International bank transfer**

If you'd like to transfer your rent directly into our bank account, you'll need the following details:

Bank: **National Westminster**

Branch: **Bournemouth**

IBAN number: **GB18NWBK56003546156119**

Reference: **Please make sure you quote a reference, name and property address.**

- **In person**

You can request a payment card to make payments by cash, cheque, debit or credit card at any Post Office or any retailer displaying the **Payzone** sign. please contact the Accommodation Office and they'll arrange for a card to be sent to you.

You can check online at www.payzone.co.uk to find your nearest Payzone retail outlet.

You'll be given a receipt for the payment, which you should always keep in a safe place.

Statement of Rent

We can send you a statement on request, showing all transactions.

Please note that from 1st September 2019 we're unfortunately unable to take cash payments over £30 at our Accommodation Offices.

Direct Debit amount

Proposed start date



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:

Direct Debits
 Sovereign Housing Association
 Spectrum House
 Grange Road
 Christchurch
 Dorset
 BH23 4GE

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

Reference

Service user number

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FOR SOVEREIGN HOUSING ASSOCIATION OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

Name, address and payment frequency

1st of month 15th of month 25th of month

Name

Address

Address for this payment if different from above

Instruction to your bank or building society

Please pay Sovereign Housing Association 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 Sovereign Housing Association and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

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

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 Sovereign Housing Association will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Sovereign Housing Association 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 Sovereign Housing Association 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 Sovereign Housing Association 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.