



PAYMENTS METHODS
ORWELL CUSTOMER SERVICE TELEPHONE NUMBER
0345 60 100 30

Direct Debits

Direct Debits are a way of instructing your Bank or Building Society to pay your charges to Orwell from your account.

Orwell will arrange with your Bank or Building Society any changes in your payments.

If you would like to pay by direct debit, you can download a form from www.orwell-housing.co.uk or call Orwell's Customer Service Team on **0345 60 100 30**.

You will need to send the completed form to Orwell.

Standing Order

Standing Orders are a way of instructing your Bank or Building Society to pay your charges to Orwell.

You will need to tell you bank or building society when there are any changes to your charges.

For a standing order form please call Orwell's Customer Service Team on **0345 60 100 30**.

Please make sure that you use your payment reference number.

You will also need the following information when filling out the standing order form.

Account Name: Orwell Housing Association Ltd

Sort Code: 30-94-55

Account Number: 00498123

Bank: Lloyds Bank

At Lloyds Bank or Post Office

If you would like a paying in book, call Orwell's Customer Service Team on **0345 60 100 30**.

You can use the paying-in book at any branch of Lloyds Bank or The Post Office.

Payments can take up to 5 working days to reach us, so please make payments in good time before your charges are due.

When paying in to Lloyds Bank or The Post Office, use the cashier and not a deposit envelope, as we may not receive all the necessary information.

Payments by Telephone

You can make payments by phoning a 24 hour automated telephone line on **01908 307718**.

Or, you can call our Customer Service Team during office opening hours on **0345 60 100 30** and pay using a debit card

Internet Banking

If you use personal online banking services to make payments, you can arrange to pay for your charges using this method.

You will need the following details of Orwell's bank:

Account Name: Orwell Housing Association Ltd

Sort Code: 30-94-55

Account Number: 00498123

Bank: Lloyds Bank

Payments by the Internet

You can make payments by visiting our website on -

www.orwell-housing.co.uk

**Please Remember That Your Home Is At Risk If You Do Not
Pay Your Charges**