



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](http://www.orwell-housing.co.uk) or call Orwell's Customer Service Team.

You will need to send the completed form to Orwell.

**Internet Banking or Standing Orders**

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 online or by telephone**

You can make payments by visiting our website on - [www.orwell-housing.co.uk](http://www.orwell-housing.co.uk)

## **Payments by telephone**

You can call our Customer Service Team during office hours and pay by card.

## **At Lloyds Bank or Post Office**

If you would like a paying in book, please call Orwell's Customer Service Team.

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

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