

@(System.Today)
Payment Ref: @(RentAccount.PaymentReference)


Telephone: 0345 60 100 30
Web: www.orwell-housing.co.uk

Private and Confidential
@(Recipient.ShortName)
@(Recipient.PostalAddressFormattedMulti)

Dear @(Recipient.ShortName)

Please find below details of Orwell's payment options.

If you need any help please contact Orwell's Customer Service Team on 0345 60 100 30 or visit our website at www.orwell-housing.co.uk.

Your payment reference is: @(RentAccount.PaymentReference)

Direct Debit

Direct Debits are a quick and simple way of ensuring that your charges are paid to Orwell by instructing your Bank or Building Society to make regular payments. This means you do not have to remember when your charges are due or make changes the amount to be paid. If you would like to pay by direct debit you can download a form from www.orwell-housing.co.uk or call **our Customer Service Team**.

Internet Banking, Bank Faster Payments or Standing Orders

If you use personal online banking services, bank faster payments or standing orders to make payments, Orwell's bank details are as follows:

Account Name: Orwell Housing Association Ltd

Sort Code: 30-94-55

Account Number: 00498123

Bank: Lloyds Bank

Please always quote your **payment reference of**

@(RentAccount.PaymentReference) this is to ensure that the payment is posted to the correct account.

Pay Online or by Telephone

You can make electronic payments on the internet via our website www.orwell-housing.co.uk or you can call our Customer Service Team on 0345 60 100 30 during office opening hours and pay by card.

At Lloyds Bank or Post Office

If you have a paying-in book, you can pay charges at any branch of Lloyds Bank or The Post Office.

Please be aware that this is the slowest method of making payments to us.

Payments can take up to 5 working days to reach us.

You will need to make payments in good time before your charges are due.

When using your paying-in book at the bank, please **do not** use a deposit envelope to make your payment as we do not receive all of the information we require which may cause a payment delay. Please make payments to one of the cashiers so they can make sure all of the necessary information is taken and passed to us. You can also request a paying-in book from the Customer Service Team.

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

Registered Office: Crane Hill Lodge, 325 London Road, Ipswich IP2 0BE Tel: 0345 60 100 30
Orwell Housing Association Limited is a registered society with charitable status under the Co-operative and
Community Benefit Societies Act 2014 with registration number 16460R
Housing & Regeneration Act 2008 - Regulator of Social Housing No L0028