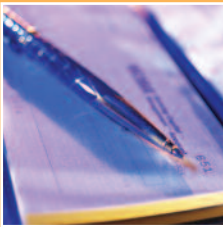


Paying your leasehold service charges



maidenhead
and district
housing association



bridgewater
housing



furnival housing

 housing
solutions group

Payment options for your ground rent and service charges

Service charges are invoiced twice a year. They are calculated on estimates with an invoice being sent out in April and then the adjustment invoice sent out in October once the actual amounts have been calculated. Total payment should generally be made within 14 days of the invoice, however, should the leaseholder request it, we are happy to set up a monthly payment plan.

A payment card is required if you wish to pay by any of the following methods:

- Post Offices and Pay Point Zones
- Internet Banking
- By Telephoning our Customer Contact Centre

A payment card can be obtained by telephoning the Home Ownership Department on 0800 876 6060.





By post (cheques only)

If you pay by post you should send your cheque, payable to Maidenhead and District Housing Association, with your name, property address and account number on the reverse of the cheque. Your account number can be found on your invoices and statements. Please do not send cash in the post for security reasons.

Please send your cheque to:

Maidenhead and District Housing Association, Crown House,
Crown Square, Waldeck Road, Maidenhead, SL6 8BY

At our offices

You can pay your service charges in our Cash Office at Crown Square.

The opening times are:

Monday 8.45 am to 4.45 pm

Tuesday 8.45 am to 4.45 pm

Wednesday 10.00 am to 4.45 pm

Thursday 8.45 am to 4.45 pm

Friday 8.45 am to 4.15 pm

By standing order

If you have a bank or building society account you can pay by Standing Order. These can be set up on a monthly basis. You will need to complete a Standing Order form. You can request a form by calling 0800 876 6060. This form must be returned to your bank. Once this is set up, any changes to the amount paid have to be arranged with your bank. Leaseholders should regularly check their bank statements to make sure that the standing order is being paid.

At Post Offices and Pay Point Zones

If you require a more flexible method of payment, we can issue a payment card with your account details and name. This enables you to pay by cash or cheque at any post office. Your account will automatically be credited with your payment within 1-2 working days. You can also pay at any Pay Point Zone in the High Street using your Payment Card. Please keep all receipts for service charge payments in a safe place, as proof of payment will be required if there is a query on your service charge account.

If you require a Payment Card, please telephone 0800 876 6060 and we will arrange to issue one to you.

Interactive voice response (VR) service

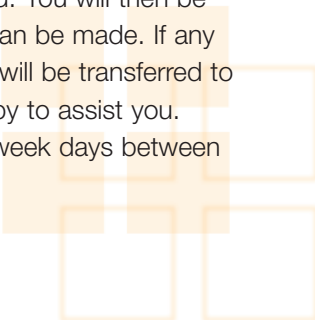
You can pay 24 hours a day, 7 days a week using your Debit or Credit Card. Calls are charged at the National Rate.

Full instructions:

To pay your service charges by telephone you will need your payment card and a debit card e.g. Switch, Maestro or a Credit Card.

To make a payment simply call: **0870 243 6040**. The call centre is available 24 hours a day, 7 days a week and is accessible from any landline or mobile phone to give you maximum convenience.

You will be guided step by step through the telephone service. Make sure you have your swipe card handy so you can quote the long reference number from it when prompted. You will then be asked for your bank details so the payment can be made. If any part of the system cannot be completed you will be transferred to a Customer Service Advisor, who will be happy to assist you. (Customer Service Advisors are available on week days between 9 am – 5.30 pm).



Once your payment has been processed you will be issued with an authorisation code as proof of payment. We recommend that you make a note of this code for safekeeping.

Your payment will be credited to your Service Charge account. This will usually be the following day depending on the time of your call.

Pay on-line

You can make secure online payments 24 hours a day. Simply visit www.allpayments.net, enter your Payment Card number (the long number across the middle of the card) to log-in and follow the on-screen instructions.

Payment by Text ([allpayments.text](https://allpayments.net))

Step 1: Use your Allpay payment card and your Debit Card to complete the simple four step registration process online at <https://allpayments.net/textpay/logon.aspx>

Step 2: Just text “pay” and the text code which you will have set up during registration i.e. service charges along with the amount you want to pay and your password (which will be the last 4 digits of your Bank card) to **81025**

Step 3: You will then receive a confirmation text message.



Help with Service Charges

You may be able to get help with your service charges through Pension Credits or Income Support. Further information may be obtained from your local Citizens Advice Bureau.

Citizens Advice Bureau

Maidenhead	01628 621006
Basingstoke	01256 322814
High Wycombe	0844 4994108
Wokingham	0844 4994126
Pension Credit	0800 991234



If you would like an audio, large print or a Braille version of this document please call our offices on 0800 876 6060.

Urdu

اگر آپ کو اپنے سروس چارج اور گرانڈ رینٹ کی ادائیگی کے بارے میں مختلف انتخاب متعلق اس لیفلٹ کے ترجمے کی ضرورت ہے تو براہ کرم 0800 876 6060 پر فون کریں۔

Hindi

यदि आप को अपने सर्विस चार्ज और ग्रांड रेंट की अदायगी करने के विकल्पों के बारे इस लीफलट के अनुवाद की आवश्यकता ह्यतो कृपया 0800 876 6060 पर फोन करें।

Gujarati

તમારા સર્વિસ ચાર્જ્સ કે સેવા ખર્ચ અને ગ્રાઉન્ડ રેન્ટની ચૂકવણી માટેના વિકલ્પો વિષે જો તમને આ પત્રિકાનો તરજૂમો જોઈતો હોય તો કૃપા કરી 0800 876 6060 ઉપર ફોન કરો.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੇ ਸਰਵਿਸ ਚਾਰਜ ਅਤੇ ਗ੍ਰਾਊਂਡ ਰੇਂਟ ਦੀ ਅਦਾਇਗੀ ਕਰਨ ਦੇ ਵਿਕਲਪਾਂ ਦੇ ਬਾਰੇ ਇਸ ਲੀਫਲੈਟ ਦੇ ਉਲਥੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 876 6060 'ਤੇ ਫ਼ੋਨ ਕਰੋ।



Crown House, Crown Square, Waldeck Road,
Maidenhead, Berkshire SL6 8BY.
tel: 0800 876 6060 fax: 01628 543199
Minicom: 01628 638136

www.housingsolutions.co.uk
email: contact@mdha.co.uk

