

Your guide

to paying by Direct Debit

This leaflet gives you information about paying your rent and other charges by Direct Debit.

L&Q are pleased to offer you payment by Direct Debit for rent and other charges including service charges for leaseholders. Many of you have bank or building society accounts and may already be paying bills in this way. If you choose to pay by Direct Debit we are sure you will find this an easier way to pay.

What are the advantages?

- You only have to make one phone call for us to set up your Direct Debit. Unlike a standing order you do not have to complete a new form every time there's a change
- Details of payments made to us will show on your bank or building society statement. We will also send you a regular statement of account at least every quarter to help you check your account balance
- By paying in this way you help us keep costs down for everyone. Direct Debit is by far the cheapest way for payments to be made to us. If you choose this you are helping to reduce costs and we can reinvest savings in service improvements which you will benefit from

What control do I have?

You are always in control. We tell you initially of the amounts and payment dates giving at least 10 working days notice required by the Direct Debit scheme. The same applies to any changes made, we will always tell you about any changes in advance.

What if things go wrong?

You are protected by the Direct Debit guarantee so that if a payment is made in error from your account, either by us, or your bank or building society, you will get an immediate refund from your bank or building society. We then refund the payment back to them under the scheme's indemnity cover. You are also entitled to cancel your Direct Debit at any time.

How can I start Direct Debit payments?

Simple - just contact L&Q Direct on 0800 015 6536 (option 2) and we will talk you through setting up a debit. If you pay by standing order now we can also arrange a simple transfer for you to Direct Debit.

Contact us

L&Q Direct
PO Box 194 Sidcup, Kent DA15 0AJ

Phone

0800 015 6536

E-mail

LQdirect@lqgroup.org.uk

L&Q is an exempt charity