

HOW TO MAKE A PAYMENT

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At HHA, we accept payment by various methods. For rent and/or factoring payments, it is helpful to set up a direct debit which will ensure that your payments are made regularly each month. For information, we have set out the various ways in which you can make a payment.

PAYING BY DIRECT DEBIT

A direct debit is set up by a company, using your sort code and account number. When you sign a direct debit form or mandate, you give that company permission to take a certain amount each month. The main advantage of direct debits is the flexibility, as the payments can vary in amount or frequency. The variable nature means that organisations or individuals can claim different amounts at different times. It is usually better to pay by direct debit as it gives you more consumer protection.

It is also the most convenient way to pay your rent. A Direct Debit mandate needs to be completed only once. After that, the correct amounts are collected each month.

HHA will issue you with a direct debit form for you to complete and return.

PAYING BY STANDING ORDER

A standing order is a regular payment which you instruct your bank to make. The easiest way to do this is via online or mobile banking but you may also be able to set these up in your local branch or over the phone. A standing order amount will remain the same, unless you amend your instruction. You will need the following details:

Standing Order to:

Highland Housing Alliance

Sort Code: 83-23-10

Account No.: 17054158

Please use your account number as the reference.

This is usually a 5 digit number.

PAYING BY BANK TRANSFER

You can make a payment via your online banking. You will need the following details:

Bank transfer (BACS) to:

Highland Housing Alliance

Sort Code: 83-23-10

Account No.: 17054158

Please use your account number as the reference.

This is usually a 5 digit number.

PAYING OVER THE PHONE

You can pay by calling our office during regular working hours and make a payment.

You will need your long card number, expiry date and CVV (the 3-digit number on the back of your card).

Our office is open 8.30am to 5.00pm Monday to Friday.



onlyhhainverness.com
adviceguide.org.uk
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