

Paying your major works invoice



- Pay online
- Pay by phone
- Pay by instalments
- Pay cash/cheque/paypoint
- Arrange a loan



Major works are planned works carried out to your building. These works have now been completed to your building and you will have received an invoice for your proportion of the cost of these works. This leaflet gives you information on how to pay this invoice, where you may be able to get further assistance and useful contact details.

Pay online by debit or credit card

Log on to **croydon.gov.uk**. Click on the 'Pay for it' link on the top left of the screen and then select 'Pay housing service charge'. You will need to enter your account number shown on the front of the invoice. This should be 14 digits long. If not, add a zero in front of the account number, for example '01221340024202'. Please note there is a small surcharge if you pay by credit card.

Pay by phone

Croydon has an automated telephone payment number for customers wishing to make payments over the phone. Ring 0845 3000 614 and listen for the option - housing service charges.

Pay by instalments

You can pay by interest free instalments - 12 monthly instalments for invoice of £200-£2,000 and 24 monthly instalments for invoice £2,000 upwards. These can be paid by direct debit, standing order or by payment card. The first payment needs to be received within 28 days of the date of your invoice. Contact the leasehold services team if you wish to pay by instalments.

Paying by Direct Debit from your bank or savings account

Paying by direct debit is very easy. We claim payments directly from your bank account on or around the 21st of each month. We will write to you and tell you the amount or about any changes to the amount before any money is collected. You can request a direct debit form from the leasehold services team or download a form from **www.croydon.gov.uk/leaseholders**. Just complete and return the form to the leasehold services team. Remember to write your account number where the form asks for a reference number and your address in the appropriate box.



Paying by Standing Order from your bank or savings account

Standing order is when you instruct your bank to make monthly payments to us on a set date of your choice. You can request a standing order form from the leasehold services team or print a form from our website www.croydon.gov.uk/leaseholders

Paying by cash, cheque or bank giro

Cheques should be made payable to Croydon Council and you should write your account number on the back of the cheque. You will find more details on the back of your invoice for paying by cash, cheque or at your bank.

PayPoint Payment Card

You can make payments using the Croydon Payment Card. This card can be used at Post Offices and any shop displaying the PayPoint sign. For further information about the scheme or to request a payment card contact the leasehold services team.

Applying for a loan

Croydon offers the Statutory loan with a repayment period of up to a 10 years. Application forms are available on request from the leasehold services team.

Claiming benefits

You may be able to get help with payment of your major works invoice if you are claiming benefit. Contact Jobcentre Plus as soon as you get your invoice to see if you are entitled to any extra assistance.

Mortgage lender

Your mortgage lender may be able to assist you with a loan for payment of the major works invoice.

Home Investment Loan and Home Repair Loan

As an owner occupier you may be eligible for a means tested loan to help towards the cost of your major works. Contact Croydon Staying Put Home Improvement Agency for more details.



Contacts

<p>Leasehold Services Team Department for adult services health and housing Croydon Landlord Services Bernard Weatherill House Floor 3, Zone C 8 Mint Walk Croydon CR0 1EA  020 8726 6100 Email housing@croydon.gov.uk www.croydon.gov.uk</p>	<p>Jobcentre Plus 17-21 Dingwall Road Croydon CR9 2TN  0345 608 8545 (low cost number for mobiles)  0845 608 8545 (low cost number for landlines) www.gov.uk/contact-jobcentre-plus</p>
<p>Croydon Staying Put Home Improvement Agency Department for adult services health and housing Bernard Weatherill House Floor 3, Zone C 8 Mint Walk Croydon CR0 1EA  020 8760 5505 Email hsg-stayingput@croydon.gov.uk</p>	<p>Croydon Citizen Advice Bureau  020 8684 2236 www.croydoncab.org.uk</p>

**To receive information in large print
please call 020 8726 6100**