

The Benefit Section,
Redditch Borough Council,
Town Hall,
Walter Stranz Square,
Redditch,
Worcestershire, B98 8AH.
Tel. 01527 534050.



www.redditchbc.gov.uk

Payment of Housing Benefit

We can now offer you the option where your money is paid straight into a bank, building society, National Savings Bank or other account. This is called a BACS payment which stands for "Banks Automated Clearing System". It is not possible to pay by BACS into a Post Office Account. If we cannot pay you direct, we will continue to pay you by cheque. Any Council Tax Benefit entitlement will still be paid into your Council Tax account.

Payments direct into an account – BACS

This is a safe way to pay you and you may find it more convenient as you do not have to pay a cheque into your bank.

Most accounts allow you to set up Standing Orders or Direct Debits to pay bills, for example your rent. You may be able to use a cash machine, which will usually mean you can get your money at any time of day. Most of these machines can be used free, but some of them will charge you to take your money out. If they do charge, you will be warned by a message on the screen and will be given an opportunity to cancel your transaction without being charged. You could also get your money over the counter at the bank, and for some bank accounts at the Post Office.

We will tell you whenever we know there is going to be a change in the amount we pay into your account. You can check your Housing Benefit payments on your account statements. If you think your payment is wrong, get in touch with the Benefit Section straight away.

Requesting direct payments to an account

If you wish to have your Housing Benefit paid directly into an account, please complete the Request overleaf. You must fill in all the boxes, and for a building society include the roll or reference number if you have one. You can find the account details on your cheque book, passbook or statements. If you are not sure about the details, please ask the bank or other account provider.

Direct payment to landlord/ agent

Landlords or agents, who receive Housing Benefit direct, can also request direct payment into an account. If you do not currently have your Housing Benefit paid direct to your landlord or agent, and would like to change to this method, please telephone the Benefit Section on (01527) 534050 to discuss this.

Private and Confidential

Request and Details for Payment of Housing Benefit to be made directly into a Bank or Building Society Account – BACS

Please complete all your details, and return to the address overleaf.

Your name Benefit Reference number

Your address

Your postcode

If you are the landlord, please tick this box If you are the agent, please tick this box

About the account you want to use. Please tick one of the following boxes:

Account is in your name? In your partner's name? In both the names of you and your partner?

What name or names is the account in?

Please write the name or names as they appear on the cheque book, passbook or statement.

Full name of Bank and Branch

Sort Code – of the bank. Please tell us all six numbers, for example: 12-34-56.

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Account number - this is between 7 and 10 numbers long.

Building Society roll or reference number. Some building society accounts use a roll or reference number. This number is on the passbook. It can contain letters and numbers and can be up to 18 characters long. If you are not sure, please ask your building society.

Your Signature

Date