



# Housing Benefit: Payments direct to your account

Crystal  
Mark  
19478



Clarity approved by  
Plain English Campaign

 **Hackney**

## **Paying Housing Benefit directly into a bank or building society account**

It is our policy to pay private tenants' Housing Benefit into their bank or building society accounts instead of by cheque.

Payments made directly to an account are referred to as Bacs payments.

Having your Housing Benefit paid into your account by Bacs has many advantages.

- It is safer. Cheques can go missing in the post or be stolen.
- It is more convenient. The payments are not affected by postal delays and you do not have to wait for a cheque to clear.
- You don't have the hassle of having to queue at the banks to pay your cheques in.
- If you would normally cash a cheque at a money shop, by receiving your benefit direct you would avoid having to pay commission.

If you do not have a bank or building society account, getting one could help you manage your money better. Unfortunately we cannot pay Housing Benefit into Post Office card accounts.



**Revenues & Benefits Service**

**Address: London Borough of Hackney**

**Hackney Service Centre, 1 Hillman Street, London E8 1DY**

**Phone: 020 8356 3399**

**Textphone: 020 8356 3725**

**Fax: 020 8356 3655**

**Email: [benefits@hackney.gov.uk](mailto:benefits@hackney.gov.uk)**

## **What should I do to get my Housing Benefit paid direct to my account?**

If you have a bank or building society account, you will need to check that the account can receive Bacs payments.

If your account does accept Bacs payments, fill in and sign the attached Bacs payment request form and send it to us in the enclosed Freepost envelope.

Or you can drop it off at:  
Hackney Revenues and Benefits Service  
Hackney Service Centre  
1 Hillman Street  
London E8 1DY.

Our Service Centre is open between 9am and 5pm Monday to Friday.

## **What should I do if I do not have a bank or building society account, or my account does not accept Bacs payments?**

If you do not have a bank account we recommend that you open one.

Most banks now offer basic bank accounts. These allow you to set up direct debits and withdraw cash from machines, but do not provide cheque books or overdrafts.

Please read our guide 'Opening a bank account' for more information about the accounts that are available and how to open one.

Once you have opened an account you will need to fill in and sign the attached form and we will pay your Housing Benefit direct to your new account.

If you need more help, pop into a bank of your choice.

## Bacs payment request form

(Please write all details in BLOCK capital letters)

Title

Surname

First name

Address and postcode

### Your account details

We can only pay your Housing Benefit to your own account, not to any account which is not in your name.

Name of the bank or building society

Accountholder's name

Roll number (building society accounts only)

Account number

Sort code

Your signature

Date

Send the form to us in the enclosed Freepost envelope.

Or you can bring it to us at:

Hackney Revenues & Benefits Service

Hackney Service Centre

1 Hillman Street

London E8 1DY.

Our Service Centre is open between 9am and 5pm Monday to Friday.



‘Save time and money.  
Get Housing Benefit direct to your bank’

We can provide this leaflet in any of the languages below. If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

### Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাজেট টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

### Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

### French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

### Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y numero de teléfono al final de esta página y envíela a la siguiente dirección.

### Kurdish

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

### Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

### Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

### Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

### Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

### Chinese

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

If you would like this leaflet in any of the following formats or in a language not listed above, please tick the relevant box below and fill in your name and address.

In large print

In Braille

On Disk

On audio tape

In another language, please state:

Your name:

Address and postcode:

Phone number:

Return to:

Hackney Revenues & Benefits Service,  
Hackney Service Centre  
1 Hillman Street  
London  
E8 1DY