
Payment Methods

Methods of paying your rent or service charge

Your rent or service charge is due on the 1st of every month or every Monday for weekly tenancies. We offer several different ways to pay. Please discuss with your estate manager which suits you best.

Direct Debit

Direct Debit is Hanover's preferred method of payment and can be used to collect your rent or service charge from your bank or building society account on 1st or 15th of each month. You will receive a letter to tell you when the first payment will be taken and we will then automatically amend the amount each year when your rent or service charge changes. You are fully covered by the Direct Debit Guarantee if ever you believe a payment has been made in error.

Standing Order

A standing order can be used to instruct your bank to pay your rent or service charge from your bank account. Standing order payments should be made on the 1st of each month. It is your responsibility to inform your bank of any changes in payment, for example, when the rent or service charge changes each year.

Internet Payments/BillPay

There are two ways to make payments over the internet. You can pay via Santander BillPay,

<https://www.payzone.co.uk/consumers/> which is set up for all Hanover residents who have a UK bank account and a debit card (you do not need to be a Santander customer).

Alternatively you can use your own internet banking. If you need information on internet banking please contact your bank. You

will need Hanover's sort code and account number plus your own 10 digit reference.

Sort Code: 20-39-09

Account No: 00459984

Payment Card

A Swipe payment card can be used to send money to us from most Post Offices and any shop displaying the PayZone sign (please note, some shops may charge for this). When you use your card to make a payment you should receive a receipt. Please keep this in a safe place.

One-off Telephone Payments

If you need to make a one-off payment, you can do this by making a debit card payment by phoning Income Management on 0330 131 9837.

To arrange a direct debit, standing order, payment card or online payment, please speak to your estate manager. For any other enquiries please phone the Income Management team on 0330 131 9837.