

Our Ref: M/V02

**DIRECT DEBIT MANDATE – for Estate Service Charges (leasehold flat owners block charges billed are billed separately)**

Hazelvine are able to offer collection of Services Charges by Direct Debit. There are two options for Direct Debit collections.

1. Paying charges as they become due.

If you opt to pay as charges become due (ie quarterly) the full amount that is due will be taken on the 18<sup>th</sup> of the month after the due date. You will receive an Application for Payment to notify you of the amount to be taken.

2. Paying by instalments.

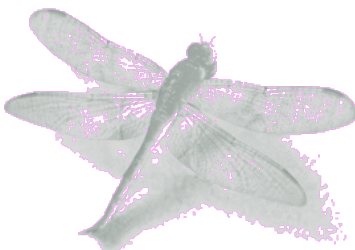
There is a small annual administration charge of £16.50 plus VAT for paying by instalments (i.e. monthly). The balance is also subject to interest provisions within your lease/deed of transfer. Once we receive your completed mandate, we will send you a schedule of your monthly payments.

Please complete the attached mandate selecting the option you require and return it to

Hazelvine Accounts Department  
Gem House  
1 Dunhams Lane  
Letchworth Garden City  
Hertfordshire  
SG6 1GL

**IMPORTANT - PLEASE ENSURE YOU FILL OUT YOUR REFERENCE NUMBER ON THE DIRECT DEBIT MANDATE OR THIS WILL BE REJECTED BY THE BANK. YOUR REFERENCE NUMBER EXAMPLE - (M/V02/XXX) CAN BE FOUND ON YOUR APPLICATION FOR PAYMENT FORMS OR CORRESPONDENCE FROM HAZELVINE.**

If you require any further information or assistance do not hesitate to contact us.



Yours faithfully

*Hazelvine*

Hazelvine Limited  
accountsteam@hazelvine.com

## **Hazelvine Limited – Alternatives to Payment by Cheque**

### **Payments by Direct Debit**

Direct Debits provide the same advantages as Standing Orders, but because they allow for the payment of “variable” amounts, are the ideal method for settling Service Charge liabilities, while saving time on paperwork. All direct debit payment instructions are covered by the direct debit guarantee detailed on the direct debit form, once given direct debit instructions will remain in place until you cancel them.

Direct debit payments will be taken on or just after the **18<sup>th</sup>** of the month.

The use of Direct Debits is to save individuals time and avoid interest on late payment, and NOT to encourage individuals to spread the payment over a period. Where owners wish to spread payments over the year however, the annual on-account charge may be paid over twelve months at the beginning of each month from receipt of the instructions. **In this instance an administration charge of £16.50 plus VAT will be levied and taken with the first payment (monthly payment plans only).**

**Please note** that where payments are spread in this way, the interest provisions of your Lease/Transfer will apply, and interest will be calculated automatically on the outstanding balance on a monthly basis at the prescribed rate. All interest on late paid service charges will be paid into the bank account for your development and will show on the audited accounts as additional income.

Where balancing charges are due in respect of prior periods, they will be taken approximately twenty days after posting to your account, and you will be advised in writing of the amount and the date on which the payment will be taken. Balancing credits will be accounted for on the next quarterly/half yearly payment date and your direct debit payment for that period will be adjusted accordingly. If you wish to settle your Service Charge liability by this method, please complete the enclosed direct debit instruction form and return it to us as soon as possible.

### **Payments by [WWW.HAZELVINE.COM](http://WWW.HAZELVINE.COM) / Debit Card**

Payments by debit card can be taken at any time to settle either outstanding Ground Rent or On-Account Service Charge liabilities. Payments can be taken by telephone, you are advised to have your demand and card to hand when you ring, or you can register at [WWW.HAZELVINE.COM](http://WWW.HAZELVINE.COM) and pay by card online.

**Debit card payments do not attract a fee.**

If you wish to pay by debit card, please ring us on **01628 529765** and ask for the payment line **or go to [www.hazelvine.com](http://www.hazelvine.com) to register your account online.**

### **Payments by Standing Order**

Standing orders allow you to pay a set amount on a stated date and are therefore ideal for paying Ground Rents half-yearly or yearly, as the amount is known in advance and will not change.

**Please note** when owners do not settle their Ground Rent Charges in time and their Lease/Transfer so provides, interest on late payment is calculated automatically up to the date the payment is received and added to their Ground Rent account.

If you wish to settle your Ground Rent liability by this method, please contact us on 01628 529765.

**Please note** standing order mandates are not accepted for the payment of Service Charges.

**Please note** interest on late payment will be charged in ALL cases where your lease/transfer obliges us to do so and will be calculated automatically at the rate specified in your leasehold agreement or TP1 up to the date your payment is received. All interest on late paid service charges will be paid into the bank account for that development and will show on the audited accounts as additional income.

**Please note** in any situation where a payment does not go through on first presentation, we reserve the right to charge a £36 administration fee, as would be the case for a bounced cheque.

## Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Hazelvine Accounts Department  
 Gem House  
 1 Dunhams Lane  
 Letchworth Garden City  
 Hertfordshire  
 SG6 1GL

Service User Number

3	8	8	2	2	0
---	---	---	---	---	---

Name(s) of Account Holder(s)


Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--

Branch Sort Code

--	--	--	--	--	--

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

FOR HAZELVINE LTD OFFICIAL USE ONLY  
 This is not part of the instruction to your Bank or Building Society

**FOR SERVICE CHARGES ONLY**

Please delete as required  
**TAKE WHEN DUE IN FULL**  
**/ PAY IN INSTALMENTS**

Instruction to your Bank or Building Society

Signature(s)
Date

Reference

**DD/M/V02/**

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

This guarantee should be detached and retained by the Payer

### Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits. If there are any changes to the amount, date or frequency of your Direct Debit Hazelvine Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Hazelvine Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Hazelvine Limited or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society.  
 - If you receive a refund you are not entitled to, you must pay it back when Hazelvine Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.