



IMPORTANT CHANGES TO HML SERVICE CHARGE PAYMENT PROCESS

Please read this information carefully as it relates to some small changes to the HML service charge payment process which have been brought into place. These changes **will** affect the way in which you make payment for your future charges.



- Due to recent government legislation, banks are now required to have a clearly defined split between business and personal banking sort codes. Barclays are currently in the process of making these changes and will have completed this exercise by the end of January 2018. Due to this, the sort code shown on your demand may differ from the sort code you have previously used so please do be mindful of this when making a payment.
- Please note on future demands that your unique lessee payment reference (also known as your “T reference”) will be changing slightly. The core number will remain the same, however we are bringing into place a prefix and a suffix to enable us to identify your account more effectively. An example of this is T02-000000-17. Your T reference is located on the left hand side of your demand under your billing address. We would kindly ask that you refer to your updated T reference for any future payments. If you currently pay by Standing Order please contact your bank to ask that they update this for you.
- Further to recent Government legislation changes, we will no longer be accepting debit/credit card payments from 1st January 2018. Using a debit or credit card incurs a surcharge levied by the operators which many businesses have passed on to the consumer. As service charges are a defined amount, payable for services/repairs/maintenance/insurance or the landlord's costs of management, such surcharge cannot be borne within the service charge budget. As an agent is not the beneficiary of the service charges we have no means of carrying this extra cost and as a result will no longer be able to offer this payment option once the new legislation comes into effect.

Should you have any questions in regards to any of these changes, please contact your relevant finance department on the number provided on your demand.

