

### Overpayment of Rent Process

If you did not cancel your standing order and have overpaid rent please carefully read this information sheet, fill in the bottom section and **attach a copy of your bank statement** showing the transaction leaving your bank account. We can only refund rent back into the account of which it came from.

A standing order is a type of pre-authorized payment. The account holder instructs a bank to pay a specified amount, directly from their account, to a named party on a regular basis. Standing orders are used typically for recurring, fixed-amount expenses such as rent payment, and are cancellable **ONLY** by the account holder.

It is written on our standing order form, and in both the tenancy agreement and the move out guide that it is your responsibility to cancel the standing order at the end of your tenancy. homes4u cannot do this for you.

There is a £10 fee to cover the administration of us refunding your payment, which will be deducted from the refunded rent. Please allow 10 working days for the money to clear into your account from the date we receive verification of the account the rent was paid from.

**Please complete the requested details below.**

Tenant Name:	
Rental Property Address:	
Tenant Telephone Number:	

**Tenants Bank Details:**

Bank Name: (e.g. HSBC)		Account Holder: (name that appears on card/statement)	
Sort Code: (6 digits)		Account Number: (8 digits)	

Please return to the property accounts department at the address below or alternatively email to [property.accounts@homes4u.couk](mailto:property.accounts@homes4u.couk).

homes4u Central Services  
414 Wilmslow Road  
Withington  
Manchester  
M20 3BW

If you have any queries please call us 0161 448 4802.  
Thanks!