



Request for Credit Refund

If you have credit on your rent account, you may request a refund. To process your refund, you will need to complete the following information on this form which will remain confidential.

Please note that any other outstanding charges will be deducted from your refund amount. This includes, former tenancies, and housing benefit overpayments.

At busier times, it can take up to 15 working days from the date we receive a completed refund request form to issue your refund.

To combat fraud and protect residents, any bank account used to receive a refund must be verified. Please ensure you attach a copy of your **current bank statement (dated within the last 3 months)** clearly showing your name, address, account number and sort code alongside the refund request form. We do not need to see the transactions which you may redact if you wish.

We won't be able to process a refund if you hold a savings account or post office account. An alternative would be to provide a family member's current bank account details including a **current bank statement (dated within the last 3 months)**

Westminster City Council do not issue cheques for refunds.

You can return the refund request form together with your bank statement by email to housing.enquiries@westminster.gov.uk which is the quickest way to receive your refund or by post to your local Service Centres detailed below. Please mark your correspondence 'Rent Refund Request'.

- Central Area Service Centre, 24 Lilestone Street, NW8 8SR
- North Area Service Centre, 1 Glasgow House, Maida Vale W9 1QY
- South Area Service Centre, 137 Lupus Street, SW1V 3HE
- West Area Service Centre, 155 Westbourne Terrace, W2 6JX

Please note that we cannot process a refund without this information.



Request for Credit Refund

Please complete sections 1 to 4 on this form to process your refund which will remain confidential.

If you would like the refund to be made into another bank account, please complete page 3 of this form.

1. Tenant/s details

Tenant's Name(s):

Joint Tenant Name:

Address where credit has occurred.....

Rent Account No.

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

Address where refund remittance advice is to be sent (if different from above)

.....

2. Amount of credit to be refunded

Credit balance: £.....

Amount of credit to be refunded: £.....

Reason for refund:



3. Bank details

Name of bank account holder/s**

Name and address of Bank.....

.....

Sort code.....Account number.....

Roll number (if applicable)

4. Tenant/s authorisation

Important note for joint tenancies

a) If the BACS transfer is to be raised in both joint tenant’s names, only one of the joint tenants need to sign the form.

Signed by Tenant.....

Print Name.....

Email address.....

b) If the BACS transfer is to be raised under one joint tenant’s name only, the joint tenant named on the transfer should sign above. The joint tenant not named on the transfer should sign the declaration below. In such cases, both joint tenants need to sign the form.

I confirm the transfer can be raised in the name of

.....

Signed by Joint Tenant.....
(Different signature to above)

Print Name.....

Email address.....



Authority to pay to another bank account

This form should be completed if the tenant/lessee requests payment be made into an account where they are not the account holder. You will need to provide a **current bank statement from the account holder**. The statement should show, name, address, sort code, and account number. We do not need to see the transactions of the account holder.

I, (print name)

Of (address)

Authorise the credit payment on my rent account

Reason to pay into Third party account:

Relationship to Third party:

Rent Account Reference No.

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

of £.....be paid into the following account:

Print full name of bank account holder

Bank address.....

.....

Account number:.....

Sort code:.....

Roll Number (if applicable)

Signed:



Date:

CHECKLIST:

Please tick to confirm:

- I have provided a **current** bank statement (dated within the past 3 months) for the account which is to be credited. This should show name, address, account number and sort code
- Reason for the refund
- Form signed by tenant (in the case of a joint tenancy both tenants are to sign as appropriate)
- Email address provided

Please be advised that once we have received the completed credit refund form with the above documentation, we aim to process your request within 15 working days.

Please note that we cannot process a refund without this information.