



Rent and Service Charge payments

Please find enclosed your account statement for the period 1st May 2019 to 31st October 2019. Should you have any queries about your account, please feel free to contact our Customer Services team in the first instance.

If you normally telephone the office to make rent payments, you may wish to telephone the office before it closes on 24th Dec or use one of the payments methods shown below:

Direct Bank Transfer – you will need our bank Sort Code: 30-64-22, and account number: 34050268, to use online or telephone banking to make payments. You will need to enter your Tenancy Sequence Number (TSN) that is shown on your account statement, in the reference box, followed by your surname.

online using the following the link that can be found on Suffolk Housing's website:
<http://www.suffolkhousing.org/pay-your-rent/online-rent-payment/>

Standing Order – you can arrange for a regular payment to be made by standing order. You can choose the payment amount and the date you want it to leave your account. You can set up a standing order using internet banking, by visiting your bank. You will also need our Sort Code: 30-64-22, and account number: 34050268, and your Tenancy Sequence Number (TSN) that is shown on your account statement, to set up the standing order.

Suffolk Housing Society will be closed over the Christmas and New Year period from 5pm Tuesday 24th December 2019 until 8.30am Thursday 2nd January 2020.

Our contractors are operating as follows:-

Gasway are operating as normal throughout the whole period and providing their 24 hour service for any issues relating to gas heating & hot water, oil or air source heat pumps.

For all other repairs, MCP will be operating normally, 8am – 5pm, over the Christmas and New Year period except bank holidays and weekends, Call 01284 767224 and select the relevant option ***Emergency Repairs can still be reported at any time***

Top Tip:

If you lose your keys or lock yourself out of your home it can be inconvenient, as well as expensive, if you have to call out a locksmith to open the door, particularly if it is outside of normal working hours. You may therefore wish to consider leaving a spare key with a trusted relative or friend.

All the staff at Suffolk Housing wish you a Merry Christmas and a Happy and peaceful New Year

