

Paying your invoices

Online: Log onto www.newcastle.gov.uk and under the 'Pay' option on the home page select 'Make a Payment' and then 'Your Homes Newcastle Rent' (this covers payments for Service Charges, Major Works and Ground Rent) where you will need to enter your payment reference number and the amount you wish to pay.

Personal internet banking: You can pay from your personal internet banking using the following bank details:

Bank/Building Society Name: Lloyds Bank PLC

Sort Code: 30 - 93 - 71

Account Number: 63352060

Please make sure you quote your 11 digit payment reference number where it asks for a reference and the full amount to be paid.

Telephone: Ring **(0191) 278 7878** and follow the instructions below:

Step 1: When prompted say '**Payments**'

Step 2: When prompted for the type of payment say '**Service charges**' (this includes payment for your ground rent also) and continue to follow the payment instructions.

Please ensure you have your 11 digit payment reference number and a valid debit or credit card to hand.

Please note: We do not accept American Express, JCB or Diners Club cards. A 2% handling fee may be added to some credit card payments.

Direct debit or standing order: Please contact the Income Team on **(0191) 278 8757** to discuss this.

Post: You can send a cheque or postal order made payable to Newcastle City Council. Write your payment reference number (shown on your invoice) on the back and send to: Income Team, Your Homes Newcastle, YHN House, Benton Park Road, Newcastle upon Tyne, NE7 7LX.

In person: Service charge payments can be made in person at any Post Office or PayPoint outlet across the city. In order to do this you will require a swipe card or a bar code which is available from the income team on 0191 278 8757 or e-mail debtrecovery@yhn.org.uk