

PROPERTY MANAGEMENT DIVISION

GUIDANCE NOTES ON PAYING YOUR RENT

- Rent must be paid in strict accordance with the contract you entered into: in one single monthly payment (where groups of tenants a single payment is required) per property, in advance and by standing order into the account specified on the contract.
- Tenants not paying rent in the manner prescribed on the contract will be liable to cover our administrative costs in dealing with any arrears or rents not paid correctly. Please understand that the accounts department in our Management Division must deal with 1200 rents every month and the methods stipulated in the contract have been designed after many years of experience. Compliance is for everyone's benefit.
- If you are not paying in advance, by standing order (and as a single instalment for groups of tenants), you should visit the office and complete a correctly referenced "Standing Order Form" immediately in order that we can forward it on to your bank. If you are unable to visit the office, we can email you the correctly formatted form for you to complete and return to us. We will ensure that it is posted to your bank.
- Groups of tenants must make single monthly payments from one bank account, be it a shared "House Account" or one of the housemate's accounts. This enables joint tenants to monitor defaulters before a rent payment is missed. Most joint tenants arrange for standing orders for slightly more than the rent to clear in the account that makes the payment to us a few days before we are due the rent. The surplus money in this account can be used to pay bills rather than sending separate cheques for relatively small and awkward amounts to utility companies.
- If for some reason you cannot pay rent in the proper manner, the following options are available to you. These methods should only be used as a last resort and may incur a charge.
 - Payment by debit/credit card over the phone. Debit card payments present no charge but a standard transaction charge of 2% plus VAT is applied where credit cards are used. If you are making a payment using an American Express card, the transaction charge is 3.35% plus VAT.
 - Email us your details. We will put through the required transaction and a receipt will be posted out to you.
 - Payment by cheque. Please post or deliver cheques to: Diane Fletcher (Accounts), Adderstone Group Limited, St Georges House, 37-39 St Georges Terrace, Jesmond, Newcastle upon Tyne, NE2 2SX.

The Adderstone Group is a group of businesses under common ownership linked together for practical and marketing purposes. The main trading business is Adderstone Group Ltd, which comprises the following Divisions:

Development Division

E: development@adderstonegroup.com

Construction Division

E: construction@adderstonegroup.com

Property Management Division

E: propertymanagement@adderstonegroup.com

Block Management

E: blockmanagement@adderstonegroup.com

Trading Division

E: trading@adderstonegroup.com

General Enquiries

E: office@adderstonegroup.com

- It is imperative that you write your name and the address of the property you are renting from us on the rear of the cheque. You will incur costs if you pay by cheque. You will incur further costs if you pay by a cheque that is not correctly referenced. Please appreciate that it is very difficult to allocate payments via incorrectly referenced cheques to your account. There will be further charges involved should any cheque be returned by your bank.
- Payment by cash is not an option (other than for initial rent payments where there is insufficient time for a cheque to clear before you move into a property).
- Under no circumstances can deposits be used in lieu of rent or part payment of rent. This is particularly important at the end of the tenancy. Deposits are there to be used towards any agreed dilapidation figure (damage caused by tenants during the tenancy). Should there be insufficient funds in the deposit account to cover any dilapidations, then the tenants would be expected to cover these costs. Please note that we will enforce this through the County Courts if necessary.