

Refund application form

Before completing this form please read the notes on page two.

Your name:	
Please tell us the full address of the property you want the refund for and the tenancy/account number if you know it	

The bank account you'd like us to credit

Payee name:	
Account number:	
Sort code:	

Signature of tenant: _____ Date _____

Signature of joint tenant: _____ Date _____

We can't provide a refund on a joint account without the signature of both joint tenants.

Please return this form to by email to customer.service@settlegroup.org.uk, by post, or in person to: settle, Blackhorse Road, Letchworth Garden City, Hertfordshire, SG6 1HA.

Our ref:

Notes

1. Before requesting a refund

- In line with your tenancy agreement, any refund will need to leave you 1 full week in credit
- Any other debts you have with us will be deducted from the refund; these might include rent arrears on other accounts, or other outstanding charges

2. If the tenant has died

- If you're the executor of the deceased tenant's will, we can issue a refund to you or someone you nominate. You'll need to provide us with a copy of the will or solicitor's letter showing that you are the executor
- If you're not the executor, you'll need to contact the executor and ask them to [contact us](#) for the refund

3. Universal credit

- We're advising customers who receive or will receive [Universal Credit](#) (which replaces Housing Benefit) to consider retaining the credit on their rent account. This would help you financially during the changeover to Universal Credit where it's usual not to receive any payment during the first six weeks. For more information [contact us](#)