Refund application form

Before requesting a refund

- In line with your tenancy agreement, any refund will need to leave you one 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.

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.

Universal credit

- We advise customers who receive or will receive Universal Credit 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, please contact us.

About you

Your full name:	
The full address of the property you want the refund for:	
Account number (if you know it):	

The bank account you'd like us to credit

Payee name:	
Account number:	
Sort code:	

Signed by resident 1:		**Dated:**	
Signed by resident 2:		**Dated:**	

We cannot provide a refund on a joint account without the signature of both joint tenants.

Please return this form to us by email to Customer.Service@Lifestone.co.uk, by post, or in person to: Lifestone Homes, Blackhorse Road, Letchworth Garden City, Hertfordshire, SG6 1HA