

**PAYMENT INSTRUCTIONS AND EXPLANATORY NOTES - Key points for your attention****Subscription payment**

- Pay the pre-calculated sum in section one or if there is a revision you believe is needed, then recalculate the unit numbers in section two. Please note that we will likely investigate any significant variances.
- Sign and scan the initial invoice and certification form, checklist and managed stock form, and send these through to [membership@housing-ombudsman.org.uk](mailto:membership@housing-ombudsman.org.uk).
- If you have any questions about completing the certification invoice, then please call us on 0300 111 3000 and ask for 'Membership'.

**Please make payment by BACS or bank transfer**, quoting your registration number to:

The Housing Ombudsman, Sort Code: 20-67-83 Account No: 23700178 Barclays Bank PLC, One Churchill Place, London E14 5HP

Although BACS or bank transfer is our preferred method of payment, we will accept cheques made payable to 'The Housing Ombudsman' sent to; Housing Ombudsman Service, Exchange Square, London E14 9GE.

We are unable to accept payment by any other method.

**Guidance****A. 2020-21 subscription charge**

The 2020-21 subscription has been set at **£2.16** per unit. If you would like information on how our unit fee is calculated, then please email [membership@housing-ombudsman.org.uk](mailto:membership@housing-ombudsman.org.uk).

**B. Corporation tax**

The Inland Revenue have indicated that any member landlord which is chargeable to corporation tax may seek a tax deduction for its subscription to the Scheme, agreeing that deduction with its local Inspector.

**C. Interest and debt collection charges**

Prompt payment of our subscription helps to contain our costs. To ensure that the costs of late payment do not fall on those who have paid promptly we will apply an interest charge to late payers.

**D. Deregistration**

Any provider registered with the Regulator of Social Housing (or previously with the Homes and Communities Agency) and proposing to deregister is required to remain a member of the Housing Ombudsman Scheme after deregistration.

**E. Eligible units**

Paragraph 1 of Schedule 2 of the Housing Act 1996 prescribes that a landlord must be a member of the Scheme for “all his housing activities”. Your subscription for membership of the Scheme is based on the number of units of accommodation covered by the Scheme and which you own or manage, including “non-social housing” dwellings.

An eligible unit is any form of accommodation that could give rise to an arrangement for occupation; it will for example include periodic tenancies, long leases, shared ownership leases, licences, and other arrangements for the occupation of permanent or temporary residential premises (including student accommodation). Bedspaces in accommodation such as hostels each count as one unit. It also includes units owned or managed by subsidiaries.

All stock should be detailed on the reverse of the invoice, however, please note that some units will be excluded from the total number of units due for payment. Exclusions generally arise because complaints arising from specific unit types are excluded from the Ombudsman’s jurisdiction. Details of these exclusions are set out in sections F and G below.

**F. Staff/ Warden accommodation**

Do not include these units in your subscription payment as we do not deal with complaints from members of your staff in respect of their employment or “tied” accommodation.

**G. Care Homes**

Units that are fully CQC registered as Care Homes, whether or not providing nursing care, are not eligible units for the purpose of subscription payment. Supported living units are chargeable.

**H. Stock managed for a local authority**

Please include local authority housing units on your returns. If you manage housing stock for a local authority, please liaise with them to agree which member will certify and pay for those units and use the managed stock form where applicable (see below).

**I. Managed stock**

Some of our member landlords own stock that is managed by another of our members. We can record the payment of these units against either the owner or the manager but for audit purposes we need to be clear where they are recorded. Please liaise with your management partner to agree which member landlord will certify and pay for the units and inform us in the appropriate section on the invoice.

**J. Any other eligible units**

All other eligible units not covered by the exclusions listed above should be noted in line 4.2 on the back of the invoice.

**K. Organisations with no eligible units**

All registered providers are required to be a member of the Housing Ombudsman Scheme, even if they have no eligible units. This might include:

- non-asset-holding parent companies;
- members awaiting the transfer of stock; or
- members with units managed and certified by another member landlord.

In these cases, the member is not required to pay a subscription, but it must maintain its membership of the Scheme.

**L. Increase/decrease in stock after our cut-off date**

We have set the cut-off date for the calculation of eligible units at 31 March 2018. We will not normally take account of any increase or decrease in units between that date and the invoice date except:

- where the organisation has ceased to exist; or
- where the organisation has taken a transfer of stock, for example a new LSVT, following a substantive transfer of engagements.

**M. Newly registered landlords**

Those members who have recently become registered providers should certify their eligible units at the time they register with the RSH or when the first transfer of stock takes place. Providers who are registered in the course of the current fiscal calendar, and voluntary members who join in this period, may be given a discretionary reduction in the annual charge depending on the date of registration or membership.

**N. Further help and assistance**

You are more than welcome to contact us on 0300 111 3000 or email us at [membership@housing-ombudsman.org.uk](mailto:membership@housing-ombudsman.org.uk) and we will do our best to resolve your issue promptly. The annual billing cycle usually creates a higher than normal volume of queries, so please bear with us if your query is not responded to promptly. If you need urgent assistance with anything, then please call us and endeavour to speak to a member of the Finance team.