

## PAYMENT INSTRUCTIONS AND EXPLANATORY NOTES FOR VOLUNTARY MEMBERS

### Key points for your attention

- If your units have changed, complete part B of certification invoice to calculate the total number of units eligible for subscription payment. Multiply the total the unit fee to calculate the total subscription amount due.
- Please pay the total amount due by BACS using the details on the invoice.
- Sign and scan the certification invoice and managed stock form, and send these through to [membershipfinance@housing-ombudsman.org.uk](mailto:membershipfinance@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 finance'.

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

The Housing Ombudsman, Sort Code: 20-67-83 Account number: 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; 2<sup>nd</sup> Floor, 10 South Colonnades, Canary Wharf, London, E14 4PU

We are unable to accept any other payment methods.

### Guidance

#### A. 2023-24 subscription charge

The 2023-24 subscription has been set at £5.75.

#### 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 payments.

#### D. Eligible units

The Housing Ombudsman Scheme states that it covers "all [members'] housing activity". Eligible units may include bedspaces, tenancies, self-contained and non-

self-contained units. Each count as one unit. Some units are outside of our remit and should be excluded from the total number of units due for payment. These circumstances are set out in sections E and F below.

**E. Staff/Warden Accommodation**

These dwellings should not be included in your subscription payment as we do not deal with complaints from members of your staff in respect of their employment or “tied” accommodation.

**F. Care Homes**

Units which are registered care homes, whether they provide nurse care or not, are not eligible for subscription and should, thus, not be included in your return to us.

**G. 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. We also want to avoid any double counting or charging.

We have provided a Managed Stock form to give details of any stock which is either:

- table 1 – stock owned or managed by you but which is being certified and paid for by another of our member landlords; or
- table 2 - stock which you are certifying and paying for which is owned or managed by another organisation.