|  |  |
| --- | --- |
| **Name:** | **Tenant 1:**  **Tenant 2:** |
| **Address:** |  |
| **Reference number:** |  |
| **Credit amount:** |  |
| **Bank name:** |  |
| **Bank sort code:** |  |
| **Account number:** |  |
| **Signature:** | **Tenant 1: Date:**  **Tenant 2: Date:** |

**Please return this form to Income Recovery team: *Epping Forest District Council, Civic Offices, Epping, Essex, CM16 4BZ or email*** [***incomerecovery@eppingforestdc.gov.uk***](mailto:incomerecovery@eppingforestdc.gov.uk)

**Things to remember**

* If you have a joint tenancy both tenants need to sign this form
* You must ensure that the bank details that you provide are accurate as any payment made to the account details provided which later prove to be wrong, we will not be able to recall the payment, and no further payment will be due to you.
* If the refund is over £1000 you must provide copies of ID (Valid passport, driving licence, bank card, bank statement, utility bill)
* Failure to provide valid ID showing your name, address details will result in your application being refused.
* Refunds can take up to 8 weeks to process, please do not make any duplicate applications or enquiries within this timeframe.

**What to expect**

If your rent account is in credit and you would like to request a refund, there are a few things that you need to consider.

* As part of the conditions of your tenancy, you are required to pay rent in advance. Before we make any refund to you, we will withhold enough rent to cover your payment frequency and ensure that your account does not fall into arrears between payments. This could mean that we hold back between one week and one month of rent.
* We will also check with other departments at Epping Council for any debt owed to them and will deduct this from any refund due. We will only refund the remainder and if any debt owed is greater than the credit on your rent account, no payment will be made to you.
* Refunds will be made directly into your bank account
* Refunds can take up to eight weeks to process