

Standing Order Advice Sheet

1. Complete the Standing Order form and submit directly to your bank
2. The Housing Assistance Payment Shared Services Centre cannot submit/amend your Standing Order
3. Until your weekly Standing Order is in place with your bank, you can avail of the following payment options to ensure your weekly Hap rent is paid.
 - Phoning 061- 529654 (**Pin No & HAP Recipient ID required**).
 - Online at <https://payments.limerick.ie/hap> (**Pin No & HAP Recipient ID Required**).
 - HAP Bill Pay Card in any Post Office or any shop displaying the sign to pay your weekly rent. *Your local POSTPOINT shop can be located on www.postpoint.ie.*
 - mybills.ie (Select the *HAP Shared Services Centre* – **HAP Recipient ID No. required**)
4. Please check your bank account weekly. If you notice a payment was not made as there was a lack of funds in the account to meet the Standing Order, you must make other arrangements to pay the weekly rent – please see point 3
5. If you change your bank provider, please ensure you set up your HAP Standing Order immediately. The reference must be your HAP recipient ID No. followed by the letters HAP, For example 1234567HAP
6. If you submit your Standing Order with the incorrect reference number, the Housing Assistance Payment Shared Services Centre will ask you to submit the following:
 - Current bank statement with your name, address, IBAN and BIC number showing all transactions to the HAP Shared Services Centre.
 - Evidence of the incorrect reference number submitted originally.

If you require any further guidance, please contact the Housing Assistance Payment, (HAP), Shared Services Centre directly on 061-556600 – option 1 tenant