

Ways to pay your rent

Paying your rent is one of the most important financial commitments you can have. Non-payment or getting too far behind could result in you losing your home.

There are a number of easy ways that you can pay your rent. This leaflet explains the options you have for ensuring that your rent payment reaches your rent account on time, every time. If you want to change your payment method just contact us.

Direct debit

One of the quickest and easiest ways to pay your rent is by direct debit.

You can pay on any day of the month, up to the 28th. The payment can be every week, every two weeks, every four weeks, or once a month. However, you must pay in advance for the whole period, otherwise you will be in arrears. You can arrange to pay your rent by direct debit over the phone with us.

At least two weeks before the direct debit begins we will send you confirmation of the amounts and the dates of payments coming from your bank or building society account.

We will automatically update the payment amount to take into account changes in your rent charge so that you don't have to contact your bank to make the changes. You will be contacted in advance if there are going to be any changes in the amount of the direct debit. You are free to cancel your direct debit at any time by advising your bank or building society and letting us know. You will then need to make alternative arrangements for paying your rent. Direct debit is our preferred method of payment. It also means peace of mind for you in knowing that your rent is paid on time, without any fuss or worry.

Debit or credit card

You can pay over the phone or at our main offices by debit or credit card, or you can use our 24 hour payment line on **0870 243 6040**.

Internet payments

You can make payments via the allpay.net website at www.allpay.net. Payments will normally take three days to show up on your account.

Office payment

You can pay your rent at our main offices. Please check with your local office as some do not accept cash. Payments are credited to your account via allpay.net and a receipt will always be given.

Post office or Pay Point outlets

We will provide you with a payment card that can be used at any payzone, e-pay or PayPoint outlet, or any Post Office. Payment facilities are found in newsagents, off-licences, petrol stations and convenience stores, many of which have extended hours. Payments will normally take three days to show up on your account.

Woolworths outlets

Your payment card will also enable you to make payments at all Woolworths Stores across the UK. Payment can be made over the counter at any till in any Woolworths store using cash or debit cards.

Text messages

You can now pay your rent by text message, using our All Pay service. To access this option you need to:-

- Register with AllPay by going to their website www.allpayments.net/textpay/login.aspx
- Provide your credit/debit card and AllPay payment card details and select a Text Code for your payment card. You will automatically receive a Text Password for each credit/debit card you want to use.
- Once you've registered, you will receive a welcome email and a text confirming that your registration has been accepted.

Housing benefit

If you receive housing benefit to help with your rent payments, you can have it paid directly to us. You should mark this on the housing benefit application form or write to your local housing benefit office to request this. If you are not entitled to full housing benefit, you are responsible for paying us the shortfall in advance by any of the methods explained in this leaflet.