



**Gloucestershire
Housing Association**

A MEMBER OF THE GUINNESS PARTNERSHIP

YOUR RENT ACCOUNT

How to pay your rent

This leaflet gives you information about how to pay your rent



If you would like this information in any of the following formats or a different language please call. 01452 529 255 / 08456 044 529 (local rate)

- Large print
- In Braille
- Audio
- Face to face

Under the terms of your tenancy agreement you are responsible for paying your rent weekly and in advance.

Your rent is used to pay for the services which we give to you, including carrying out repairs to your home, improvements to your home and the surrounding environment.

If your rent is not paid to us on time, it means that we have to cut back on the services which we deliver to you and your community, or charge higher rent.

Please quote your agreement reference every time you contact the office with a query.

This can be found on your rent statement.

How can I pay my rent?

Listed in this leaflet are the ways you can pay your rent.

Post Office

You can obtain a payment card from our offices and use this to make payments at any post office. You will not be charged for this service.

For details of your nearest post office – please log onto www.allpay.net/outlets or contact your Housing Officer on **01452 529 255 / 08456 044 529** (local rate).



Pay Point

You can obtain a payment card from our offices and use this card to make payments at any shop, newsagent, convenience store or garage displaying the pay point sign. You will not be charged for this service.

For details of your nearest pay point outlet – please log onto www.allpay.net/outlets or contact your Housing Officer on **01452 529 255 / 08456 044 529** (local rate).



Direct Debit

You can obtain a direct debit mandate by contacting our offices on **01452 529 255 / 08456 044 529** (local rate) or visit our website www.glosa.co.uk under Rent and Money Matters.

You will not be charged for this service. The direct debit can be set up for you to pay your rent every week, every month on 1st or 15th of each month.



Internet

You can pay via the internet 24 hours a day and pay any amount you wish by credit card or debit card. You will need a payment card to do this which you can obtain from our offices on **01452 529 255 / 08456 044 529** (local rate).

Please go to www.glosa.co.uk and follow the instructions.



Credit card or Debit card

You can pay using your credit card or debit card. Please ring our offices on **01452 529 255 / 08456 044 529** (local rate).



Standing Order

You can obtain a standing order mandate by contacting our offices on **01452 529 255 / 08456 044 529** (local rate) or visit our website www.gloscha.co.uk under Rent and Money Matters.



You will not be charged for this service. The standing order can be set up to pay your rent weekly, fortnightly, or monthly.

Post

You can send a cheque into our offices at Gloucestershire Housing Association, 2 St Michael's Court, Brunswick Road, Gloucester, GL1 1JB.

Please put your name and address on the back of the cheque. A receipt can be sent to you on request.



HSBC Payment Book

You can obtain a HSBC payment book from our offices with your unique agreement reference number on it. This reference must be used every time you pay. Payments can be made free of charge at any HSBC bank. Please note that if you use another bank or building society you may be charged.



What happens if I have a problem paying my rent?

If you have a problem paying your rent – don't bury your head in the sand and don't panic!!!

Please contact your Housing Officer straight away on **01452 529 255 or 08456 044 529** (local rate).

We will make every effort to assist you to make sure that you are able to pay your rent and clear any rent arrears that may have built up.

We have a separate leaflet called 'Problems paying your rent?' which is available from our offices or can be downloaded from our website at www.gloscha.co.uk This will give you advice about what we can do to assist you, if you have problems paying your rent.

Our Service Standards

We will:

1. Provide access to free, confidential debt counselling and assistance with the Citizens' Advice Bureau within 15 working days of your request
2. Provide free, confidential welfare rights advice within 10 working days of your request
3. Send you a rent statement every three months.
4. Send you a rent statement on request within one working day
5. Agree realistic payment plans, based upon full disclosure of your circumstances, if you are unable to clear your rent arrears in full.
6. Use eviction as a last resort

In addition to this we can help you by

1. Taking prompt action to notify you of your arrears and seek to make personal contact wherever possible at an early stage of the debt arising
2. Offering free confidential advice at our offices, surgeries, a home visit or a meeting at a venue local to you, over the phone, or by email
3. Offering lunchtime appointments or evening appointments with your Housing Officer between 5pm and 7pm
4. Providing help with completing any benefit forms or dealing with any benefits queries
5. Providing a free benefits check to see if you can claim any more assistance
6. Providing a number of convenient ways of paying your rent.

Remember, if you do not pay your rent

- You will not be eligible for a transfer
- You will not be able to have a mutual exchange
- You will get a poor reference from us. If you are moving on to another landlord or buying a property, we are duty bound to give a reference detailing your rent payment history
- You may be subject to an attachment of earnings order deducting your arrears from your wages
- You may lose your home.



Equality and Diversity

We are committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business. We will treat all service users, fairly and equally, regardless of their sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, colour, nationality, national origins, ethnic origin or disability.



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