

HOW TO PAY YOUR RENT

INFORMATION SHEET 12



Easthall Park Housing Co-operative collects its rent every calendar month. It's a condition of the Easthall Park Scottish Secure Tenancy Agreement to pay rent monthly in advance. For instance, April's rent should be paid on or before 28th March.

If you wish to pay weekly, fortnightly or four weekly rather than each calendar month, you should contact us and we can agree how frequently you pay.

Easthall Park Housing Co-operative aims to keep our rent affordable. Rents are reviewed on an annual basis and tenants are fully consulted as part of this process.

There are currently several ways that you can pay your rent to the Co-operative. These are summarised below:

By Direct Debit

If you have a bank account the easiest way to pay your rent is by Direct Debit. It will save you time and help you manage your money. Your rights under the Direct Debit Scheme are guaranteed.

Rent payments can be collected weekly, four weekly or calendar monthly to suit your circumstances. If the amount of rent you are due to pay changes (for instance, following the annual rent review), your Bank will adjust the payments due to the Co-operative.

By Standing Order

If you have a bank account, you can also pay by Standing Order. If you want to pay by Standing Order we can send you a form to allow you to set this up with your Bank.

It is important to note however you must contact your Bank directly (this is the difference from a Direct Debit) giving appropriate notice of any rent increases or other changes to your rent payments.

By Phone

You can pay via Allpay on **0870 243 6040** to make a payment over the phone. Remember when you phone, you need to have your plastic payment card to hand!

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By website

You can pay online at www.allpay.net by using your plastic repayment card.

By “Paypoint”

You can use your plastic payment card to pay your rent at any shop or outlet where you see the “Paypoint” logo.

At the Post Office

You can use your plastic payment card to pay your rent at any Post Office.

By Cheque

You can pay by cheque at the Co-operative’s office. Alternatively, you can post the cheque to the Co-operative. You should make cheques payable to “Easthall Park Housing Co-operative” and you should write your rent account number and address on the back.

Housing Benefit

If you receive Housing Benefit, Glasgow City Council will pay this directly to the Co-operative. However you must remember to notify the Council of any changes in your circumstances as this could affect your entitlement to Housing Benefit and how much rent you are due to pay the Co-operative.

Rent Arrears

If you are having difficulties in paying your rent, get in touch so we can help. If you ignore your arrears we may have to take legal action that could result in the loss of your tenancy.

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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