

HOW TO PAY YOUR RENT

INFORMATION SHEET 12



Paying your rent

Easthall Park Housing Co-operative collects its rent every calendar month. It is a condition of the Easthall Park Scottish Secure Tenancy Agreement to pay rent monthly in advance. This means, for instance that April's rent has to be paid by 28th March.

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.

It is your responsibility to make sure your rent is paid to us every month. You can pay your rent weekly, fortnightly or monthly as long as it is paid in advance- **this means on or before the 28th of the month before- so, June rent is due by 28th May.**

We provide different ways to pay rent. See details below and decide what suits you best.



By Direct Debit: If you have a bank account, the easiest way to pay is by Direct Debit.



Allpay At a "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.

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

By Phone: You can pay Allpay on 0844 557 8321 to make a payment over the phone.



Or you can scan this code to download the Allpay app to your smartphone making it even easier to pay.



By Callpay: Or you can phone us on 0141 781 2277 and a member of staff can take a debit card payment over the phone for you.

By Standing Order: If you have a bank account, you can also pay by Standing Order.

By Cheque: You pay cheque either at at our office or by sending it by post

If you are out of work or on benefits you may be entitled to Housing Benefit (or housing costs if you are on Universal Credit). We can help you apply for this but it is your responsibility to make sure your claim is made on time and your rent is paid.

How to contact us

By phone 0141 781 2277 By email enquiries@easthallpark.org.uk
via Facebook or Twitter [#Easthallpark](https://twitter.com/Easthallpark) or calling in to the office at:
Glenburn Centre, 6 Glenburnie Place, Easterhouse, G34 9AN



Opening hours;

9 am – 5pm Monday/Tuesday

9 am – 5pm Thursday

9 am – 3pm Wednesday

9 am – 3.30pm Friday

We will give details of closures because of public holidays, training or other reasons in our newsletters and on our website

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 at the above address.