

Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপি জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaya iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votre langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, dđiện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书, 如果您需要汉语版, 请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کمیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



North River Alliance

Bethnal Green and Victoria Park Housing Association
401 Mile End Road, London, E3 4PB.

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www.bgvpha.org.uk

Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you.

BGVPHA wishes to thank all the residents who contributed to the production of this document.

Paying Your Rent



**AS YOUR LANDLORD, BGVPHA
AIMS TO PROVIDE AN EXCELLENT
RENTS SERVICE TO ALL OF ITS
RESIDENTS.**

The service provides:

- Collection of rent payments;
- A range of options to pay your rent;
- Advice on how to claim Housing Benefit and other welfare benefits;
- Referrals to a money advice service for help with debt;
- New and replacement rent cards;
- Up to date rent statements;
- Rent arrears management;
- Rent refunds where appropriate;
- A confidential service.

HOW TO PAY YOUR RENT

**We offer a wide range of options
for rent payment:**

- **Rent Payment Card** – payments can be made by cash or cheque at any Post Office, PayPoint, PAYZone or e-pay outlet.
- **By telephone** – call 0870 770 0472 with your rent payment card to pay by debit card.
- **Online** – visit www.allpay.net then use your rent payment card to pay by debit card.
- **Through your Bank Account** – you can pay by Direct Debit on a monthly basis on 5th or 25th of the month or by standing order on weekly, fortnightly or monthly basis.

- **By Post** – you can send a cheque or postal order to your local area office.
- **At our area offices** – our area offices will accept cheques. We do **not** take cash.
- **Housing Benefit Direct** – if you are entitled to Housing Benefit to cover your rent you can arrange for it to be paid directly to us.
- **Direct payments** – we can arrange direct payments from the benefits agency if you are in arrears and receiving Income Support or Job Seekers Allowance.

Our Service Targets

- **Rent Statements** – we will send out quarterly statements and can provide an up to date rent statement whenever you request it.
- **Rent Credit Refunds** – if there is a credit on your account we will refund this to you on written request and after relevant checks have been carried out.

- **Our service target** – we will send you a rent statement every quarter.
- We will contact you within two to three weeks when you fall behind with rent payments.
- We will give you four weeks notice of changes in rent and service charges.

NON-PAYMENT

If you are in arrears, you must be aware that:

- Transfers or Right to Acquire will not proceed;
- Non-payment of rent could result in losing your home.



**If you need more information, help or advice, please
contact your Housing Officer on 020 8709 4300.**