

Paying your rent



Crystal
Mark
17953



Clarity approved by
Plain English Campaign

gateway
housing association

As your landlord, we aim to provide an excellent rent service.

Our service:

- collects your rent;
- offers a wide range of options for paying your rent;
- provides advice on how to claim Housing Benefit and other benefits;
- can give you advice on managing any debt you may have;
- provides new and replacement rent payment cards;
- gives you up-to-date rent statements;
- can help if you have fallen behind with your rent payments;
- refunds your rent, where appropriate; and
- keeps your information confidential.

How to pay your rent

We offer a number of ways for you to pay your rent.

- **By direct debit or standing order** – a direct payment from your bank account.
- **Online** – visit www.allpay.net, then use your rent payment card to pay by debit card.
- **By phone - automated service** – call 0870 770 0472, then use your rent payment card to pay by debit card.
- **By phone - call pay** – our staff are now trained to take payment over the phone. Simply call 020 8709 4300 with your rent card number or tenancy reference number. You can pay any amount up to £4,000 by credit or debit card. If the bank authorises your payment, we will give you a confirmation number.
- **Using your rent payment card** – see the table opposite.
- **By text** – you can also pay your rent by text message. Go to <https://www.allpayments.net/textpay> to set up your account. Then text 'pay', the amount and your code and password to 81025.
- **By post** – you can send a cheque or postal order to us at Gateway Housing Association, 409-403 Mile End Road, London, E3 4PB.
- **At our office** – we only accept cheques.
- **Housing Benefit** – if you receive Housing Benefit to cover your rent, you can arrange for it to be paid to us direct.

Where you can use your rent card to pay



Where?	By debit card	By cheque	In cash
Any post office	No	Yes	Yes
Places that displays the PayPoint sign	No	Some places	Yes
Places that displays the PAYzone sign	Some places	Some places	Yes
Places that displays the e-pay logo	Some places	Some places	Yes

If Housing Benefit only pays some of your rent, you will need to pay the rest using one of the methods above.

Our service targets

- **Rent statements** – we will send you a rent statement every three months and an up-to-date rent statement whenever you ask for one.
- **Rent refunds** – if your rent account is in credit, we will refund this amount to you if you ask us to.

We will contact you within two to three weeks when you fall behind with your rent payments.

We will give you four weeks' notice of the yearly increase to your rent and service charge.

If you fail to pay

If you are fall behind with your payments, you must be aware that:

- if you have applied for a transfer or the right to acquire, this will not go ahead;
- you will lose your right to exchange your home with another tenant; and
- you could lose your home.

If you are behind with your rent, call us on 020 8709 4300 immediately for advice.

If you need more information, help or advice, please call our customer services team on 020 8709 4300.

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



North River Alliance

Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

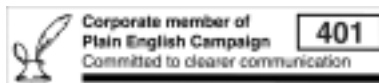
General enquiries: 020 8909 4409

Fax: 020 8709 4400

Email: enquiries@gatewayhousing.org.uk

www.gatewayhousing.org.uk

This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.



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