



YOUR RENT RESPONSIBILITIES

Introduction

Welcome to your new home at the Havebury Housing Partnership.

This fact sheet is designed to ensure that you are aware of how much rent you should pay and where and when you should pay it. However it will also advise you of how you can claim housing benefit and also how you can ensure that your rent account is clear and that your rent payment is being received on time and is being accounted for accurately.

There is also a customer satisfaction form attached with this leaflet and we would be grateful if you would consider completing it for us and returning it so that we can be sure that the service we offer to you is satisfactory and if you have any concerns, that we can consider making changes to ensure the best possible service.

How much should I pay?

You will notice that when we made you the offer of this tenancy, we informed you of the rental amount. If you are unsure of how much you should pay, please speak to a member of the Income Team.

You can also find the amount of your weekly rent and any service charges noted in the appropriate section of your Tenancy Agreement.

Rent is payable in advance prior to your sign up and the keys will only be given if the correct payment has been received or you have a copy of the receipt showing you have claimed housing benefit.

How can I pay?

There are many different ways to pay your rent to Havebury and all of them will enable you to ensure that your account is up-to-date and that your rent is paid in advance.

Payment cards

If you require a payment card (sometimes known as a Swipe card) please ask the Income Team to order you one. You can use your payment card to pay at any post office and at Paypoint outlets. In the meantime you will be given a 19 digit payment reference to make the payment on at the Post Office until your card comes through.

Direct Debit

You can pay any day over the phone on either a weekly, 2 weekly, 4 weekly or monthly basis. If you are the bank account holder, you can set up a direct debit with a member of the Income Team over the phone. If you would prefer, we can send you a direct debit form to complete which will enable us to take the money from your bank/building society account at the time you ask us to do so.

Pay online

Allpay provide a secure payment website called www.allpay.net which offers the highest rating of security currently used by banks, is easy to use and will be very similar to the way that you might buy things online now. You can go directly to the site or use a hyperlink from the Havebury website. You will have to register to establish an online account with your rent account details. Once this is set up you will be able to make payments using your bank debit card. You will need your plastic swipe card number.

Paying my credit/debit card directly to Havebury

You can make payments over the phone or in person using your debit card. You will need to have your 19 digit payment card number so that we can update your rent account and we will send you a receipt if requested for the payment that you make. You will also need your plastic swipe card. Please ring 0300 33 00 900.

If you have any queries please contact Havebury on 0300 33 00 900.