

Paying your rent



This leaflet provides useful information about paying your rent including:

- Advice on different ways to pay.
- Advice on what to do if you experience problems paying.
- How to contact us about your rent payments.

Starting your tenancy

When you first become a Newlon resident we will tell you how much rent you need to pay and about any service charges for services such as lifts, cleaning and lighting in communal areas.

If you are eligible for Housing Benefit or Universal Credit we will help you make a claim, although ultimately you are responsible for providing all the information that is needed. The Housing Benefit department or Department for Work and Pensions (DWP) will write to you directly and let you know how much benefit they will pay you. We will normally ask you to arrange for your Housing Benefit to be paid directly to us.

Where can I get advice about my benefits?

The Community Services team can provide free advice regarding Housing Benefit and Universal Credit and other information about the 'bedroom tax', the 'benefits cap'. They can also arrange for you to speak to an experienced welfare benefits adviser.

For more information please call **020 7033 4605** or email **community.services@newlon.org.uk**.

How to pay your rent

We have made it possible for you to pay your rent in many different ways so that you can choose which method is easiest for you.

Monthly Direct Debit

This is probably the simplest and most convenient way of paying your rent. You do not have to go to a bank or post office to make payments as the money goes directly from your bank account to us. You can pay monthly on any day of the month or weekly or fortnightly if you prefer. If your rent changes, we automatically change the amount collected from your bank so you don't have to.

To use this service all you need to do is fill out a Direct Debit form, or call **020 7613 8080** to set up a direct debit over the phone.

Online via the allpay website

You can save time with this convenient online option. You will need an allpay payment card as you need to quote the reference number when you register to pay. If you don't have an allpay card and you would like to order one contact our Service Centre on **020 7613 8080** or **0800 316 7989**. To pay your rent online using your allpay payment card visit www.allpayments.net.

Mobile device with the allpay app

Pay your rent directly from your mobile device with the allpay app. Download the app onto your device. If you have an Android phone you can download the allpay app from Google Play. If you have an Apple phone you can download it from the App Store.

Once the allpay app is installed on your device, register by entering your email address, your rent payment card number and your bank card details. Then you can simply enter the rent amount and confirm the payment.

Text

You can also pay your rent using allpay's secure SMS text message bill payment option. This means you can pay your rent to us anytime, anywhere, day or night. All you need to do is register with allpay at **www.allpayments.net/textpay**. Please note that even if you are registered with allpay you will need to do so one more time to access this service. To register you will need a UK registered mobile phone, your credit or debit card and your allpay payment card.

Phone

You can use a debit or credit card to pay your rent over the telephone by calling us on **020 7613 8080** or **0800 316 7989**. You should allow five working days for the payment to reach your account.

Post Office

You can use your Newlon rent card to make payments at any Post Office. You should allow five working days for the payment to appear on your rent account.

Online banking

You can set up a standing order with your bank or make a payment online. Always remember to quote a reference with your standing orders or bank payments, such as your surname and tenancy number. Please contact us if you are unsure what reference to quote.

For Newlon residents use this bank account:

Barclays Bishopsgate

Account no 20937177

Sort code 20-77-67

For Access Homes residents use this bank account:

Barclays Bishopsgate

Account no 40782157

Sort code 20-77-67

PayPoint

Using your rent card you can make payments at any shop that displays the PayPoint sign.

Post

You can send a cheque to our Head Office address: Newlon Housing Trust, Newlon House, 4 Daneland Walk, Hale Village, London N17 9FE. Cheques should be made payable to Newlon Housing Trust. Be sure to write your name, address and tenant number on the back of the cheque.

What if I can't pay my rent?

If you are finding it difficult to pay your rent or you are in arrears, please contact us as soon as possible so we can come to an arrangement to pay your arrears gradually. Newlon has a strict policy on rent and service charge arrears and you could be at risk of losing your home if you fail to pay and do not contact us.

To notify us that you are having problems paying, please contact us on **020 7613 8080** or **0800 316 7989**. You can also email **income@newlon.org.uk**.

Our experience shows that we can help people keep their homes if we are able to work with them to come up with a payment plan which helps reduce arrears. Don't leave it too late to contact us as it may make it more difficult for us to help you.

Where can I get independent help with my debts?

Our Community Services team may be able to assist you in obtaining independent financial advice. You can contact them directly on **020 7033 4605**. Alternatively you could ask us to make a referral.

Contacting us

If you have any further questions about paying your rent, we will be happy to help. Please contact us in any of the following ways.

Call us on: **020 7613 8080** or **0800 316 7989**

Email: **income@newlon.org.uk**.

Write to us at:

**Newlon Housing Trust,
Newlon House
4 Daneland Walk
Hale Village
London
N17 9FE**

If you would like to visit us in person to discuss an issue with your rent please email **income@newlon.org.uk** first so that we can arrange an appointment.

If you would like this information in large print, audio, Braille or any other format, please ask a member of staff.

Newlon Housing Trust
Newlon House, 4 Daneland Walk,
Hale Village, London, N17 9FE.
Tel: 020 7613 8080

Phone calls may be recorded for training and quality purposes.

Newlon Housing Trust is a charitable housing association.

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