

# 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 or cleaning and lighting of communal areas.

If you are eligible for Housing Benefit we will help you complete a Housing Benefit form and advise you on how to make sure your benefit starts from the first day of your tenancy. We would normally ask you to arrange for your Housing Benefit to be paid directly to us. Please remember that it is your Housing Benefit claim and although we may assist you, you are responsible for providing all the information that is needed. The Housing Benefit department will write to you directly and let you know how much benefit they will pay you.

## 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 as the money goes directly from your bank account to Newlon. You can pay monthly on any day of the month or, if you prefer, weekly or fortnightly. 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** or **0800 316 7989** (free from landlines) to set up a direct debit on the phone.

### Online

You can now save time with our convenient new 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](http://www.allpayments.net)**.

### The allpay app

Pay your rent directly from your mobile device with the allpay app. Once you have downloaded the app onto your device you can sign up by entering your email address, your rent payment card number and your bank card details for payment. Then you simply enter the rent amount and confirm the payment. 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. If you have a Windows phone you can download it from the Windows Phone Store.

## Text

We know that many of you like to communicate using your mobile phone, which is why you can now pay your rent using allpay's new and secure SMS text message bill payment option. This means you can pay your rent to us anytime, any place, anywhere, day or night. All you need to do is register with allpay at **[www.allpayments.net/textpay](http://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 swipe 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.

## Bank or Standing Order

By using payment slips you can pay your rent at any bank branch. You should allow five days for the payment to appear on your rent account. Or you can set up a standing order with your bank. Please remember to always quote a reference with your standing orders or bank payments, such as your surname and Tenancy ID. Please contact us if you are unsure as to 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 your rent and do not contact us.

If you leave it too late it may be more difficult to help you. 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.

## 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.

## Where can I get advice about the welfare reforms?

The Community Services team can also provide free advice regarding changes to welfare benefits such as the 'bedroom tax', the 'benefits cap' and Universal Credit. 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**.

## Contacting us

If you have any further questions about paying your rent then we would 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](mailto: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](mailto:income@newlon.org.uk)** so that we can arrange an appointment.

## Arabic

إذا ما رغبت في الإطلاع علي هذه المعلومات بلغتك الخاصة قم فضلا بطلب ذلك من أحد أعضاء الطاقم .

## Bengali

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে কর্মচারীদের একজন সদস্যকে জিজ্ঞাসা করুন।

## French

Si vous souhaitez ces informations dans votre langue maternelle, veuillez le demander à un membre du personnel.

## Gujarati

જો તમને આ માહિતી તમારી મોતાની ભાષામાં જાણતી હોય તો સ્ટાફના સભ્યને પૂછવા વિનંતી

## Somali

Haddii aad jeclaan lahayd in ay macluumaadkaani ku qoran yihiin luqadaada/afkaaga, fadlan weydiiso qof ka mid ah shaqaalaha.

## Sorani

گەر ئەم زانیاریه به زماڤی خۆت دهخوازیت، تکایه داوا له ئەندامیکی ستاف بکه.

## Spanish

Si desea recibir esta información en su idioma, pídasela a un miembro del personal.

## Turkish

Bu bilginin konuştüğünüz dile çevrilmesini istiyorsanız, lütfen bir görevliye bildirin.

## Vietnamese

Nếu quý vị muốn có thông tin này bằng tiếng Việt, xin hãy nhờ một nhân viên.

## Urdu

اگر آپ یہ معلومات خود اپنی زبان میں حاصل کرنا چاہیں تو براہ کرم عملے کے کسی فرد سے کہیں۔

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

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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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