



## Equal Opportunities statement

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of race, religion, gender, marital status, sexual orientation, disability, class or age.

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перевод

Contact us:

#### South Shropshire Housing Association

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SY7 9BW

#### Meres and Mosses Housing Association

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SY4 5DB

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#### Socail Media:

- /SouthShropHA
- /MeresMossesHA
- @SSMMhousing

[www.shropshirehousing.org.uk](http://www.shropshirehousing.org.uk)



We Are Connexus

# How to Pay your Rent and Service Charges



# Paying Your Rent

As a tenant, it is your responsibility to make sure that your rent is paid on time. If you have a joint tenancy, you are equally responsible for making sure the rent is paid.

## Paying Weekly

If you pay weekly, you must pay your rent each Monday in advance.

## Paying Monthly

If you pay monthly, you must pay at the start of the month for the rest of the month. If you don't, you will be in arrears.

# Ways to Pay Your Rent

## Direct Debit

This is the preferred method of payment, and is the easiest method of payment for the majority of our tenants. Direct Debit forms are available on our website or you can contact us for one.

## Standing Order

Contact us for a standing order form, fill it in and hand it in at your bank. Payments can be made weekly, every two weeks, every four weeks or every calendar month.



## Using your payment card at the following:



By cash or debit card at local stores displaying Payzone or Pay Point logos.

## By Telephone

Debit or credit card payments can be made by phoning Allpay on **0844 557 8321**. This facility is available 24 hours a day. You can also contact our staff (during office hours) on 0300 303 1190.

You can also set up recurring debit card payments with us, that means you do not have to phone every week to pay your rent.

## Online

Go to **[www.shropshirehousing.org.uk](http://www.shropshirehousing.org.uk)** and click pay online. Use your rent payment card and debit card to make a payment.

## The Allpay App



app store

Download the **Allpay** app from the app store or Google play, register your debit card and payment card to make quick and easy payments.

## Via Text Message

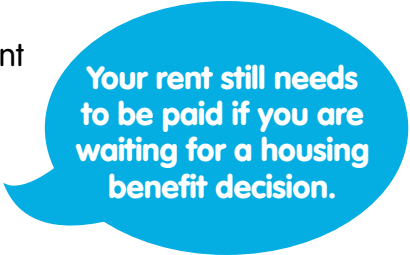
You may also use your mobile phone 24 hours a day to make rent payments. You must first register both your payment card and your debit card with Allpay on their website **[www.allpayments.net/textpay](http://www.allpayments.net/textpay)**

## Housing Benefit

If you are entitled to housing benefit, you must complete a housing benefit claim form and send it to the council's benefits office.

You will be notified of how much housing benefit will be paid towards your weekly rent. You can choose to have your housing benefit paid directly to your landlord. This is generally 4 weekly in arrears.

You may have some rent left to pay, and you will need to set up an agreement with us to pay any outstanding amount by one of the methods shown on pages 2 and 3.



**Your rent still needs to be paid if you are waiting for a housing benefit decision.**

## Rent Statements

Rent statements are currently sent out quarterly.

It is important that you check your rent statement to ensure your payments have reached your account and to ensure you are not in arrears.

Copies of your rent statement can be requested at any time by contacting customer services. If you have any queries, please contact us as soon as possible.

## Our new rent account texting service

Save our number in your phone  
**07532 102 102**

Text the word **BAL** to get an up to date  
rent account balance

Text the word **RENT** to get a call back  
from a member of our Rents Team to  
discuss your rent account.



## Rent Arrears and other debt problems

### What should you do if you are having trouble paying your rent and service charges?

You are responsible for paying rent promptly so that we can  
provide a good quality service to our tenants.

If you pay your rent late you are breaking the terms of your  
tenancy agreement.

If you have financial problems, even if they are temporary,  
contact us immediately. We are here to help you.

**We will do all we can to help you catch up with  
your rent payments. Call us on 0300 303 1190**

## Debt Advice

There are several different organisations that can help with debt advice. Contact us for more information, as we can refer you to our own tenancy advice officers for benefit and income maximisation advice.

## Reducing Your Arrears

Contact us and we can work out a regular payment plan based on how much you can afford to pay.

## If You Don't Pay Your Rent

We will begin legal proceedings to take possession of your home and, ultimately, we can evict you if you do not pay. Therefore, it is essential that you do not ignore our attempts to contact you.

The stages of this process are outlined on the next page, along with what you should do.

## IF YOU DON'T PAY

We will contact you to make an agreement to reduce the amount you owe us

If you fail to pay then you will receive a Notice of Seeking Possession

If no payments are received then we will apply to Court

The Court will either make a Suspended Possession Order on payment of rent plus a sum off the arrears

**OR**

Grant us an outright Possession Order

If you don't keep to the terms of the Possession Order i.e. make regular payments then we will apply for a Warrant which will lead to your eviction

## YOU SHOULD

Clear the debt or contact us with an offer of payment that you can afford

Its still not too late to contact us to make an agreement

Write down the reason(s) for the arrears and ask for possession to be suspended on payment of your weekly rent plus a weekly sum off the arrears

Keep to the terms of the repayment. If you get into difficulties contact us immediately

Clear the debt immediately or seek legal advice

Clear the debt immediately or seek legal advice

Remember: we will view eviction as a last resort so it is always important that you contact your tenancy management officer when you receive a letter from us.