



**For further advice** on managing any debt that you may have you can contact:

#### Scottish Debt Line


0800 138 3328   
www.scottishdebtline.org

#### Aberdeen Cyrenians


139 Gallowgate, Aberdeen  
01224 647360   
www.aberdeencyrenians.org

#### Citizens Advice Bureau


##### Aberdeen

1st Floor, 43 Union Street  
01224 586255 


##### Peterhead

Town House, Broad St  
01779 471515 

##### Turriff and District

Masonic Bulding  
Gladstone Terrace  
Turriff  
01888 562495 

#### Gordon Rural Action


55 Gordon Street, Huntly  
01466 793676 

www.gordonrural.org

#### SMART Debt Advice

01224 202934 

#### Shelter

0808 8000 4444 

www.scotland.shelter.org.uk


#### Housing Benefit Offices

03000 200 292 (Aberdeen City) 

03456 081 200 (Aberdeenshire) 

01343 563 456 (The Moray Council) 

##### Elgin

30-32 Batchen Street  
01343 550088 


##### Montrose

32 Castle Street  
01674 673263 



Langstane Housing Association  
680 King Street, Aberdeen, AB24 1SL  
**01224 423000**   
Email: info@langstane-ha.co.uk  
www.langstane-ha.co.uk




Langstane Housing Association  
7 North Guildry Street, Elgin, IV30 1JR  
**01224 423000** 

#### Association's Out-of-Hours

Emergency Repair Cover:

Please contact **Heatcare Oil & Gas**

**01343 842 042** (Aberdeen, Aberdeenshire & Moray) 

If you require this leaflet in an alternative format please contact us and we will do our best to help.

*The Association is committed to promoting equality and diversity across all areas of its work and discrimination or harassment of any kind is not tolerated.*

FCA Registered Society No 1916R(S)  
Registered with The Scottish Housing Regulator No. HEP 145 AL  
Registered Scottish Charity SC 011754  
Property Factor Registered Number: PF000666  
A member of the Scottish Federation of Housing Associations



# Paying Your Rent

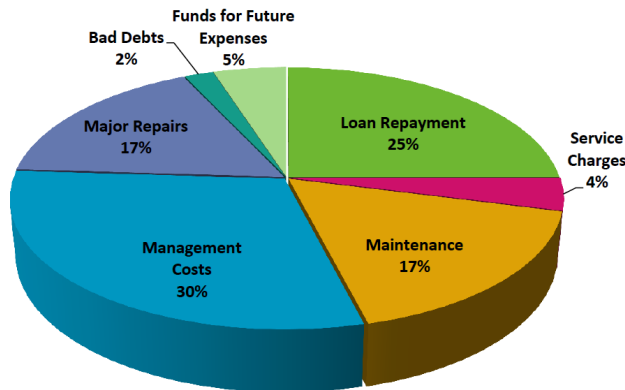
Your home matters

## Paying Your Rent

As a tenant of Langstane Housing Association, it is your responsibility to ensure your rent is paid on time.

By paying your rent you are ensuring that you will continue to have a place to live with Langstane Housing Association. Rents also provide the money which is required to provide a wide range of services.

The diagram below shows what every pound of the rent provides:



## How to pay

The Association accepts a variety of payment methods to allow you to pay your rent in a way convenient to you. If you wish to discuss the best way for you to pay rent, please contact us on **01224 423000**.

## Payment choices are as follows:

- Payment by cash, cheque or credit/debit card at either our Aberdeen or Elgin offices, or posting your payment to us. Our office addresses are on the back of this leaflet.

**Please do not post cash to us.**

- By telephone, using your credit/debit card. Contact our Aberdeen office on **01224 423000**.



- Using your Allpay Card at any outlet which accepts this payment. This includes any Post Office and lost local convenience stores displaying the Allpay sign. There is no additional cost to you for paying this way.



- By Direct Debit on a weekly, fortnightly, 4 weekly or monthly basis.



- The Association also offers free benefit checks to all tenants with our tenant welfare advisor who is available for an appointment including home visits.

Contact **01224 423000** for more information.

## Claiming Benefit

You may also be entitled to claim of Housing Benefit or Universal Credit to help you pay your rent. It remains the responsibility of the tenant to apply for this benefit and to make sure that the full rent is paid on time, regardless of the benefit entitlements. See overleaf for telephone numbers for your Housing Benefit Office.

## What if you have difficulty paying your rent?

Sometimes you may find paying rent difficult. This can be due to a variety of factors including:

- Becoming unemployed
- Drop in wages
- Bereavement
- Disability
- Relationship breakdown
- Illness
- Change in benefits

**Do not ignore this**; we can offer you advice. Please call **01224 423000** and ask for assistance.

## Tenancy Sustainment

We can assist you with a range of services:

- Income maximisation advice
- Sign posting to support agencies
- Energy efficiency advice
- Ethnic minority assistance

Please call **01224 423165** or email: [wecanhelp@langstane-ha.co.uk](mailto:wecanhelp@langstane-ha.co.uk). Your rent is your priority bill payment. By paying your rent you continue to have a home to live in.