

# PAYING YOUR RENT



**LANGSTANE**

HOUSING ASSOCIATION LTD

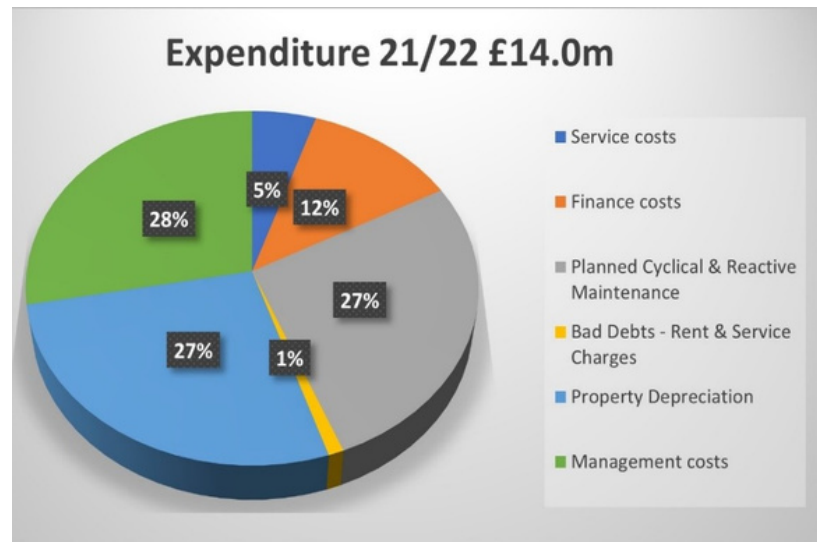
YOUR HOME MATTERS

## Introduction

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

By paying your rent you are making sure that you will continue to have a place to live with Langstane Housing Association. Rent also provides the income which is required to provide a range of services including repairing and maintaining your home.

The following diagram 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 423 000

### Payment choices are as follows

#### Allpay

You can pay your rent at any Post Office or PayPoint outlet. To take advantage of this request a payment card from us.

#### Direct Debit

The quick and convenient way to pay your rent. Set it up once and then we do the rest. You will never forget to pay your rent again.

#### Cash / Cheque

We accept cash and cheques at our offices in Aberdeen and Elgin. Alternatively, you can post us a cheque to **Freepost RUBX-GKUH-XYHZ, Langstane Housing Association Ltd, 680 King Street, Aberdeen, AB24 1ZQ**

#### Standing Order

You can set up a standing order so that your payment comes to us direct from your bank account on a regular basis.

#### Telephone

You can pay over the phone by credit or debit card. All you need is your card details.

#### Online

Pay online at [www.allpay.net](http://www.allpay.net) You will need your rent payment card reference number which is on your Allpay card.

#### Recurring Card Payment

An automatic debit card payment agreed by you for a recurring date and time that suits. This can easily be amended for any change of circumstances and you will also receive text/e-mail payment confirmation.



## Claiming Benefit

The Association also offers free benefit checks to all tenants with our Tenant Welfare Advisor who is available for an appointment including home visits. Our Tenant Welfare Advisor can also help you make a claim for benefits including Housing Benefit or Universal Credit to help you pay your rent.

Please call 01224 423000 or email [welfareadvice@langstane-ha.co.uk](mailto:welfareadvice@langstane-ha.co.uk) Even if you are in receipt of benefits it remains your responsibility as the tenant to make sure your rent is paid.

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 and practical assistance. Please call 01224 423000 and ask for your Rent Management Officer. Legal action will result in fees and expenses being charged to you. These are currently around £500.00



## Tenancy Support

We can assist you with a range of services:

- Support to help you remain in your home
- Income Maximisation advice
- Energy efficiency advice and other practical assistance

Please call 01224 423000 or email [langstanehousingssupportservice@langstane-ha.co.uk](mailto:langstanehousingssupportservice@langstane-ha.co.uk). **Your rent is your priority bill payment.** By paying your rent you continue to have a home to live in.

## Further advice on managing your debt

### Scottish Debt Line

0800 138 3328

[www.scottishdebtline.org](http://www.scottishdebtline.org)

### Universal Credit

0800 328 5644

[www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

### Shelter

0808 8000 4000

[www.scotland.shelter.org.uk](http://www.scotland.shelter.org.uk)

### Financial Inclusion Team - Aberdeen City Only

01224 522709

<http://www.aberdeencity.gov.uk/services/benefits-and-advice>

### Moray Council Money Advice

0300 123 4563

## Citizens Advice Bureau

### Aberdeen

1st floor, 43 Union Street  
01224 596750

### Peterhead

Town House, Broad Street  
01779 471515

### Turriff and District

Masonic Building, Gladstone Terrace  
01888 562495

### Elgin

6 Moss Street, Elgin  
01343 550088

### Montrose

32 Castle Street  
01674 673263

## Housing Benefit / Council Tax Reduction Offices

### Aberdeen City

03000 200 292

### Aberdeenshire

03456 081 200

### The Moray Council

01343 563 456