

How to: Pay your rent



Your responsibility

It is your responsibility to make sure that your rent is paid on time and that your account is kept up to date. This is whether you pay your rent in full or if you get benefits to help you pay some or all of it.

You must make paying your rent a priority. If you feel that you are struggling please let us know as soon as possible. Our staff are here to help you. We are friendly and respectful, and you can speak to us in confidence. We work with a range of other organisations to help and support you through difficult times.

How can I pay my rent?

You need to know how much rent you have to pay. If you are not sure then pop in to the office or phone us and we will update you.

You can make a rent payment by the following methods:

- At any 'Paypoint' outlets, including the local shops, by using your rent payment card. You can pay any day of the week.
- Paying cash direct at the Association office at 1 Cressy Street, Linthouse. We are open 9am-4.30pm (closed for lunch 1-1.30pm) Monday to Friday except for a Friday when we close at 1pm.
- By telephone to allpay.net on 0844 243 3434. You need your rent card with your reference number and bank card.
- At the Post Office using your rent payment card. Your rent payment should transfer the money into your rent account within two working days.
- By Direct Debit. You can set up a Direct Debit by completing a mandate form available at our office. It takes 15 working days for the first payment to be debited from your account. Payments

Need some help?

Do you need help to make a claim for housing benefit or universal credit or need help with a claim you have already made? We can arrange this for you.

Do not bury your head in the sand

Please do not bury your head in the sand and tell us as soon as you are struggling. The sooner you tell us the easier it will be to help you.

You can let us know if you have had a change in your circumstances that is making it more difficult for you to pay your rent and other bills. We are here to help.

can be paid on a weekly, fortnightly, four weekly or monthly cycle.

- Over the Internet at www.allpay.net. Make sure you have your debit card and rent card handy.

How much is the rent and when is the rent due?

You will be advised of how much the rent charge is for your property before you sign the tenancy agreement. After that, every year on the 1st April your rent will be increased but we will write to you and advise you by how much. We will keep the increase as low as possible to make sure that rent stays affordable.

Your rent is due a month in advance. This means that when you first come in to sign for your new home you will need to pay the first month up front or depending on your circumstances, discuss repayment or your benefit application. This is stated at the beginning of your tenancy agreement. Payments are due on the 1st of each month.

Your account should be one month in advance whether you pay rent on a monthly, fortnightly or weekly basis. We can send you rent statement with details about the rent we have charged and all the payments you have made to your account

Are you in receipt of housing benefit or universal credit?

Housing benefit

If you claim housing benefit and have a change of circumstances you need to notify them immediately, as this may affect your entitlement. Tel: 0141 287 5050 or you can visit their office at 45 John Street Glasgow. Again, if you experience problems dealing with housing benefit let us know and we can support you with this.

Universal credit

Please see our web page on Universal Credit.

What happens if I do not pay my rent?

We want to avoid rent arrears and help you manage your rent account from the beginning of your tenancy. But if you do get into rent arrears, we can discuss a repayment plan with you. We will make sure that this is affordable and takes into account the money you have to live on.

Legal action

If you do not pay your rent or let us know why you are experiencing problems, then you risk us having to take legal action to evict you from your home. We know the threat of legal action and eviction is very frightening. This is why we try to do our best to help and support you to prevent this from happening. The sooner you speak to us and get the advice you need, the better. Remember that the staff at the office are friendly and respectful. They are there to help you.

If you do find yourself facing court action for rent arrears it is still not too late to seek legal advice and representation. The Govan Law Centre and the Legal Services Agency (LSA) are agencies offer free and impartial legal advice and guidance. If you fail to take any action at all you are at serious risk of being evicted.

Legal Service Agency (LSA): Fleming House, 134 Renfrew St, Glasgow G3 6ST Tel: 0800 316 8450 or 0141 353 3354).
Govan Law Centre: Orkney Street Enterprise Centre 18-20 Orkney Street, Glasgow G51 2BZ Tel: 0141 440 2503.

What do I do if I am evicted?

If this happens you must contact Glasgow City Council Homeless Casework Team to discuss alternative accommodation. You can find their local office at Rowanpark, Ardlaw Street, Govan G51 3RR (tel: 0141-276-6180).