

cairn



How to pay your rent

PAYING YOUR RENT

When you signed your tenancy agreement with us you entered into a legal agreement. This means you have various rights and responsibilities. One of these is to pay your rent and any service charges. Your rent goes towards paying for repairs, improvements to your home and other services that we provide to customers.

Rent is due on the first of every month. This means you must pay on or before the first of every month, for the coming month. For instance, you should pay your rent by the 1st May for the month of May.

IF YOU CLAIM HOUSING BENEFIT

Housing Benefit is available to people who are claiming benefits or on a low income to help pay their rent. If you think you might be entitled to Housing Benefit, you should make a claim as

soon as you sign your tenancy. Contact your local authority to make an application. Our staff can help you fill in the form if you would like some help.

It is your responsibility to make sure that you fill in your Housing Benefit claim accurately and on time.

If you receive Housing Benefit and your circumstances change, you must contact your local authority Housing Benefit team straight away so they can reassess your claim.

RENT ARREARS

Rent arrears are the amount of rent money you owe us. Your rent account will go into arrears if you fail to pay your rent by the date it is due. You can find out what your balance is by contacting your local office.

We know that, from time to time, people can get into financial difficulty. If you find yourself in debt or have difficulty paying your

rent, please contact us as soon as possible so that we can give you advice and help, or help you with a benefits claim.

Please remember that having rent arrears may lead to legal action being taken against you. Rent payments have to be a priority to make sure you have a roof over your head.

HOW TO PAY YOUR RENT

Online

Go to allpayments.net. You will need to register your 19 digit account number (found on your Allpay card). Payments can be paid using your bank card.

You can pay your rent by sending a text message (register at allpay.net) or by downloading their app onto your smartphone or tablet.

You can also log into your 'My Cairn' account on our website (cairnha.com) by clicking on 'My Cairn' on the home page.

Paypoint

You can use your Allpay payment card at any Paypoint outlet. We can send a new or replacement card if you need one.

Phone

You can phone us to make your payment using your bank card. You can also phone 0844 557 8321, 24 hours a day.

Direct debit

You can set up a direct debit by completing a form and returning it to us. Alternatively, we can set this up for you quickly and easily over the phone.

Standing order

You can set this up with your bank using our sort code (83-06-08) and account number (00138048).

Chip and pin

If you live in the Highlands we have a chip and pin machine you can use with your bank card.

For more information or advice on your rent, please contact your housing officer or our Benefits Advisor using the details below.

0800 990 3405

www.cairnha.com

enquiries@cairnha.com

This How to pay your rent leaflet is available on CD, in braille, in large print and in community languages from **Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH**. Email **enquiries@cairnha.com** or call **0800 990 3405**.

本文件提供 CD、布莱叶盲文、大字体印刷和社区语言版本，可从以下地址 Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH、通过电子邮件 enquiries@cairnha.com 或致电 0800 990 3405 获取。

Cairn, Bellevue House، هذا المستند متوفر على أسطوانة مضغوطة، بلغة برايل وطباعة كبيرة ولغات الأقليات من 22 Hopetoun Street, Edinburgh EH7 4GH. بريد إلكتروني enquiries@cairnha.com أو اتصل بالرقم

یہ دستاویز سی ڈی، بریل، بڑے حروف کی چھپائی اور کمیونٹی کی دیگر زبانوں میں 'کیرن' Cairn سے اس پتے پر دستیاب ہے: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH. ای میل enquiries@cairnha.com یا اس نمبر پر فون کریں: 0800 990 3405

Niniejszy dokument dostępny jest na płycie CD, w formie dużym drukiem, oraz w językach ojczystych członków lokalnej społeczności. Aby uzyskać ten dokument należy odwiedzić Cairn pod adresem: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH, wysłać e-mail na adres: enquiries@cairnha.com lub zadzwonić pod numer 0800 990 3405.



A registered Scottish Charity No SCO16647. The Scottish Housing Regulator Registration No 218. Property Factor Reg No PF000292