

cairn



# How to pay your rent

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## 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.

## HOW TO PAY YOUR RENT

### **Online**

Go to [www.allpay.net](http://www.allpay.net)  
You will need to register your 19 digit account number (found on your Allpay card).

You can pay your rent by

sending a text message (register at [allpay.net](http://allpay.net)) or by downloading their app onto your smartphone or tablet.

You can also log into your 'My Cairn' account on our website.

### **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 over the phone.

### **Chip and pin**

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

## 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.

## UNIVERSAL CREDIT

The UK Government has introduced Universal Credit for people who are on a low income, looking for work or working and on a low income. Eventually it will replace many existing benefits, including Housing Benefit.

Visit [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit) to check your eligibility for and to make your claim online. We can help you make your claim if you need it or have trouble accessing the internet.

If you receive Universal Credit or Housing Benefit, it is still your responsibility to make sure you pay your rent on time.

## 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.

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](mailto: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](mailto: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](mailto: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](mailto:enquiries@cairnha.com) lub zadzwonić pod numer 0800 990 3405.



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