

HOW TO PAY YOUR RENT



4 Carden Place, Aberdeen, AB10 1UT
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www.castlehillha.co.uk

Why You Must Pay Your Rent

Your tenancy agreement with Castlehill Housing Association (Section 1) states that your rent is due in advance, on or before the first day of each month. It is the tenant's responsibility to ensure that payments are made on time.

Payment Methods

For your convenience, Castlehill offers a number of different options for you to make rent payments:

- **Direct Debit**
These are set up to make monthly payments direct to Castlehill from your bank account. One advantage of Direct Debit is that we can automatically adjust the payment amount for you when your rent changes and you need take no action yourself. We will give you due notice before any change and the direct debit guarantee makes sure that you always have 10 days notice of your account being debited or as otherwise agreed.



- **Bank Standing Order**
We can provide you with a form to give to your bank to set up a regular payment to Castlehill. Payments can be made in an amount and time to suit your own circumstances, for example, weekly or fortnightly.
- **Debit Card**
You can pay with any of the debit cards below by visiting our offices at 4 Carden Place, Aberdeen, AB10 1UT or over the telephone on **01224 625822**. Our offices are open Monday to Friday from 9am -5pm.



- **Allpay Rent Payment Card**
Castlehill can issue you with an Allpay swipe payment card. You can then make rent payments at any **Post Office** by cash, cheque or debit card, at **payzone** by cash or debit card and at all participating **e-pay** outlets by cash only.



- **Online/Telephone Payments**

If you have a valid debit card, payment can be made at www.allpayments.net, or you can phone the payment line on 0870 7700472. To use allpayments.net you will need the following:

- The reference number from your Allpay card
- Your debit card number
- The expiry date on your debit card.
- The issue number (if there is one)
- Details of the amount you want to pay. Once your payment has been accepted, you will be given a reference number, which you should note carefully as it acts as your receipt and proof of payment.



- **By Post**

You can send a cheque or postal order to our office at 4 Carden Place, Aberdeen, AB10 1UT. Just make sure that you provide your name and address when sending any payment to our office, stating what the payment is for. Please do not send cash through the post.

- **Visit our Office**

You can pay by cash, cheque or debit card at the Aberdeen office.

- **Direct Payment by Housing Benefit**

To make an application for housing benefit, you must contact your local authority directly. If you qualify for housing benefit you can have your benefit paid direct to Castlehill. If your benefit is less than your rent, you must arrange to pay the difference to Castlehill by using one of the payment methods above.



What if I Can't Pay?

If you experience any difficulty in paying your rent it is important that you contact your Housing Officer at the earliest opportunity, as they will be able to offer suitable advice and assistance.

Please don't ignore the problem – it won't go away and the longer you leave it the worse it will get.