



Paying Rent & Other Charges



Better Homes • Stronger Communities

North Lincolnshire Homes is committed to providing convenient and efficient services for tenants, so we have provided a number of ways your rent can be paid. Rent is due in advance on the Monday of each week and can be paid weekly or monthly in a way that suits you.

Direct Debit

Direct Debits are paid automatically from your bank account on set dates. We now offer payment dates of the 1st and 7th of each month when four weeks rent will be collected.

Direct Debits help you to plan your finances better and save you time. No changes to amounts or dates are made without informing you first and you can cancel at any time by contacting your bank.

If an error is made, you are guaranteed a full and immediate refund.

Direct Debits reduce collection costs, leaving more money to be spent on better services.

To pay by this method please contact **01724 279900** or visit **www.nlhomes.org.uk**.



Swipe Card

All tenants, who don't pay by Direct Debit, automatically receive a Swipe Card which can be used with cash, or a credit or debit card at any Post Office or Paypoint outlet across the country. There are a number of outlets that have extended opening hours including Saturday mornings. A complete list of outlets in the North Lincolnshire region is available on our website www.nlhomes.org.uk.

If you lose your card or need a replacement please call [01724 279900](tel:01724 279900).

Telephone payments

You can pay over the phone with your debit or credit card. Please call [01724 279900](tel:01724 279900). Please be aware payment by credit card incurs an additional charge of 2.25% to the amount you are paying.

Internet payments

You can now pay your rent online through www.allpay.net. All you need is your Swipe Card and your debit or credit card. This service provides a convenient but secure way of paying your rent. A link to the Allpay website can be found on our own website www.nlhomes.org.uk.



Housing Benefit

You may be able to get help with paying your rent if you are entitled to Housing Benefit. Housing Benefit is paid by North Lincolnshire Council not North Lincolnshire Homes.

Even if you do apply for Housing Benefit your full rent is still due to North Lincolnshire Homes whilst your application is being processed. It is important that you complete and send in the application forms as soon as possible, together with any supporting information needed, to deal with your claim.

If you do not make a claim, or fail to provide information requested, you could lose your benefit. This means that the full weekly rent will still be due and you will be in arrears if you don't pay it.

Do you find claiming Housing Benefits a bit of a maze and need help?

We can provide advice and help you to claim benefits. Contact our Welfare, Benefits and Debts Advice Officer on **01724 279900**.

How to contact us

Email	rentrecovery@nlhomes.org.uk
Letter	North Lincolnshire Homes Meridian House Normanby Road Scunthorpe DN15 8QZ
Telephone	01724 279900
Fax	01724 298609

If you are having difficulty paying your rent

We are here to help you and want to stop you getting into arrears. However, if you do not pay your rent, and you ignore letters or cards and avoid contact with us, we will take action that could ultimately mean the loss of your home. If you have a problem, the sooner you tackle it, the easier it will be. If court action has to be taken, you will have to pay the costs, which will add a minimum £150 to your debt.

A court judgement can also make it difficult for you to get finance or credit in the future.

We do understand that some people have genuine difficulty in paying their rent on time. If this applies to you, please contact us immediately on **01724 279900** or **0800 032 63 63**.





Debt advice

If you have difficulty paying your rent, come and talk to us before the debt gets out of hand. We can help you to fill in an income and expenditure sheet to see where the problems are and give advice on welfare benefits and dealing with your debts. If you have other debts, you may prefer to take some impartial advice. Helpful organisations include:

Citizens Advice Bureau

0870 1264854 • www.adviceguide.org.uk

Consumer Credit Counselling Service

0800 138 1111 • www.cccs.co.uk

National Debtline

0808 808 4000 • www.nationaldebtline.co.uk

Visit us online
www.nlhomes.org.uk

Remember

Failure to pay your rent is a serious breach of your Tenancy Agreement and may lead to the loss of your home.

How are rents calculated?

Rents for housing associations and councils are set using the same Government policy. North Lincolnshire Homes has to comply with Government guidance whilst making sure there is enough income from rents to deliver quality services to tenants.

Each tenant is sent a statement every year detailing payments made to their rent account. Rent increases are calculated in accordance with Government rent policy to a set formula and take place in April. Tenants are informed of the increases in rent and service charges (if there are any) in writing in advance.

Service charges

Some tenants who receive special services pay a charge for that service, such as communal heating systems or support from a Support Officer. Service charge costs are set out separately in the Tenancy Agreement.



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

North Lincolnshire Homes Limited

Registered Address

Meridian House • Normanby Road • Scunthorpe
North Lincolnshire • DN15 8QZ

Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

TELEPHONE 01724 279900
FREEPHONE 0800 032 63 63

www.nlhomes.org.uk