

WAYS TO PAY YOUR RENT



PAYING YOUR RENT



WHY DO I NEED TO PAY RENT?

Paying your rent should always be top of your list.

It is your responsibility as part of your tenancy agreement to make sure you pay your rent on time. Your rent payments also help pay for repairs and other services we provide.

Your Neighbourhood Officer will be responsible for monitoring your rent account. If you are having difficulties paying your rent you should speak to your Neighbourhood Officer as soon as possible.

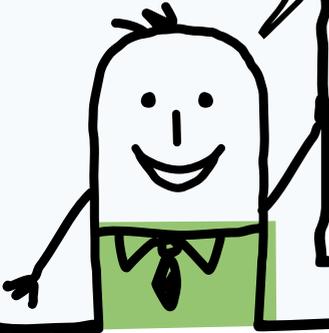
HOW CAN I PAY MY RENT?

MHA offers five different options for you to pay your rent:

- Direct Debit
- Online Payment / Smartphone
- Standing Order
- Telephone Payment
- Payment Card



**YOU CAN PAY YOUR RENT
BY DIRECT DEBIT...**



- **Monthly on either the: 1st, 5th, 10th, 15th, 20th, 25th or 28th of each month**
- **Weekly every Friday**
- **Every fortnight on a Thursday**

DIRECT DEBIT



MHA offers a number of dates to pay your rent by Direct Debit, making it the safest, easiest and most flexible method of payment available.

Whether you prefer to pay your rent monthly, weekly or fortnightly, paying by Direct Debit puts you in control of your money. Your rent is collected on a nominated date automatically from your bank, meaning less hassle and no surprises.

WHY SHOULD I PAY BY DIRECT DEBIT?

- It's safe and secure and your payments are protected by the Direct Debit guarantee.
- You can cancel your Direct Debit at any time.
- If there are any changes to your rent we will recalculate your payments and give you 10 days notice of the new amount.

If you do not have a bank account and would like help setting one up contact one of our Income and Energy Advisors Matt Taylor (**07792 596 915**) or Sarah Jones (**07725 824 800**).



PAYING ONLINE

If you have access to the internet you can pay your rent through the MHA website. Visit www.monmouthshirehousing.co.uk and click 'Make a Payment'. You can make a payment using a debit card quoting your rent reference number.

However, you need to remember to do this each time your rent is due to make sure you don't fall into arrears.

PAYING BY SMARTPHONE

If you have a Smartphone you can access the MHA website on your phone and pay your rent. Our mobile friendly website allows you to browse and use the MHA website as you would on a computer.

Visit www.monmouthshirehousing.co.uk and click 'Make a Payment'. You can make a payment using a debit card quoting your rent reference number.

However, you need to remember to pay your rent each time it's due to make sure you don't fall into arrears.



Scan the QR code to access the MHA website.





STANDING ORDER

Paying your rent by standing order is also an easy way of making a payment on a guaranteed date. You can set up a standing order as a way to pay your regular bills with minimal hassle. If you choose a standing order you will need to set this up with your own bank.

However, if there are any changes to your rent amount, either through housing benefit changes or annual rent increases, then you will need to contact your bank to change the payment amount so you don't fall into rent arrears.

For help with setting up a standing order call **01495 761107**.

TELEPHONE

You can pay your rent over the telephone using your debit or credit card quoting your rent reference number.

You can call us on **01495 761107** between **9:00am and 4:30pm** (Monday to Thursday) or between **9:00am and 4:00pm** (Friday).

Again, you will need to remember to do this each time your rent is due to make sure you don't fall into arrears.

Please note there can be busy periods on the phones which could mean a longer waiting time.

PAYMENT CARD



You can use your Payment Card at any Post Office or shop displaying the PayPoint logo to pay your rent. However, you need to remember to do this before your rent is due to make sure you don't fall into arrears.

If you need to replace your Payment Card, or have any questions about paying your rent by Payment Card, please contact MHA on **0345 677 2277** or contact your Neighbourhood Officer.

It takes a minimum of three days for your payment to appear on your rent account.

Whichever payment method you decide is best for you, please remember it's your responsibility to make sure that your payment is received on time to avoid your account being in arrears. If you think you may have problems paying your rent, please contact your Neighbourhood Officer immediately for advice. Our team can advise you on the help and support we have available.

INCENTIVE SCHEMES



MHA has two incentive schemes open to tenants who pay their rent by Direct Debit.



GOOD AS GOLD SCHEME

GOOD AS GOLD

MHA's Good as Gold scheme offers a prize draw every quarter for ALL MHA tenants with their rent accounts up to date – no matter what method you use to pay your rent.

The winner receives £250 in a normal quarter with £500 up for grabs at Christmas.

To be in with a chance of winning you simply need to keep your rent account up to date and clear of debt.

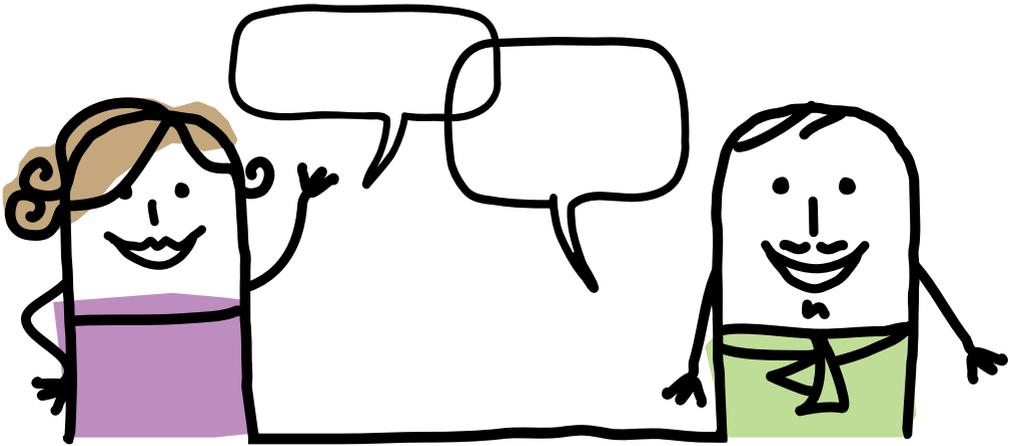
The Good as Gold scheme applies to those who pay their rent fully or partially themselves, or for those who rely on Housing Benefit.

REFER A FRIEND TO PAY BY DIRECT DEBIT

Tenants who already pay their rent by Direct Debit, can recommend a friend, relative or neighbour to sign up to pay their rent by Direct Debit and receive a **£25 voucher** each; one for you, and one for your recommended friend.

To qualify all you need to do is:

- Recommend a friend, family member or neighbour to sign up to the Direct Debit scheme
- Ask them to call MHA on **01495 761107** and quote 'DD referral' and give the name and address of the person who has recommended them.
- Once the new tenant has made **consecutive payments for three months by Direct Debit and has a clear rent account**, a £25 voucher will be sent to both tenants.



IF YOU ARE STRUGGLING TO PAY YOUR RENT...

Please contact us on one of the contact points detailed below.

USEFUL CONTACTS

MHA Mainline	0345 677 2277
Website	www.monmouthshirehousing.co.uk
Rent Payment Line	01495 761 107
Matt Taylor Income & Energy Advisor (South)	07792 596 915
Sarah Jones (Income & Energy Advisor (North))	07725 824800



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-  **0345 677 2277**
 -  **communityservices@monmouthshirehousing.co.uk**
 -  **www.monmouthshirehousing.co.uk**
 -  **Monmouthshire Housing Association**
Nant-Y-Pia House, Mamhilad Technology Park
Mamhilad, Monmouthshire, NP4 0JJ
 -  **facebook.com / Monmouthshire.Housing**
 -  **twitter.com / mon_housing**

Scan the QR code to access the
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