



Rural Stirling

Housing Association

How to pay your rent

*Stirling Road, Doune
Perthshire FK16 6AA
Tel: 01786 841101
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www.rsha.org.uk*

Rent is our main source of income. The money we receive from tenants' rents is needed to allow us to provide our service, to maintain and improve our houses and build much needed new homes. Without rent we couldn't do all these things.

It is no surprise then, that we focus so much of our time and effort on making sure all tenants pay their rent, and pay it on time. It is really important to remember that paying your rent on time is a condition of your tenancy and if you do not do this you are putting your tenancy at risk. We can, and do, take legal action against tenants who fail to pay what they are due. We encourage anyone who is facing difficulties keeping up their payments to contact us as soon as possible. We will be sympathetic to your circumstances and do what we can to help.

The rent of all Association tenants is due on or before the 28th of each month or at other regular intervals if agreed in advance with your Housing Officer.

There are a number of ways to pay your rent. You choose the one that suits best.



Direct debit - This is the easiest and most flexible way of paying your rent. Payments can be made weekly, fortnightly, 4 weekly or monthly. We can set up a direct debit over the phone for you, or you can download a form from our website. We will need 14 days' notice to set this up.



Post Office – You can pay at the Post Office with an allpay card. If you would like an allpay card please contact us.



Pay point - As with payments at the Post Office, tenants can pay by cash using their allpay payment card at any shop, petrol station, etc., displaying the Pay Point logo



Callpay – we can take your debit card payment over the phone or in the office. 01786 841101



Allpay App

The app is available for Apple iPhone and Android Smartphones. The App works in much the same way as an Internet Browser. The App allows you to create an account, store your payment related information and make payments. For further information about the Allpay app please visit <http://www.allpay.net/app>



QR Code Android

<https://market.android.com/details?id=net.allpay.com.sumer.allpay>



QR Code Apple

<https://itunes.apple.com/us/app/allpay/id500135368?mt=8>



Allpay phone payments - An automated telephone system, allowing you to make payments from a landline or mobile telephone whenever you want. All you need is your Allpay card and your debit/credit card. Simply dial **0330 041 6497**.



Internet Payments

**Allpay on line
payments: <https://www.allpayments.net>**



By bank transfer - to make payment using your telephone or internet banking service, contact the Association's office for the sort code and account number and your six digit rent reference number.



By housing benefit direct payment - if you receive housing benefit, it is usually paid directly to us, but remember, if your housing benefit does not cover the full rent, you will have to pay us the remaining amount.



Universal Credit payments – direct to landlord - If you are claiming UC you can choose to have the housing costs in your UC award paid direct to the Association. If eligible, you will be offered this choice of payment on your UC online account, after your first UC payment.

Contact the office by phone on 01786 841101 or email: enquiries@rsha.org.uk find out what your rent account balance is, or you aren't sure what you need to pay.