

How to Pay your Rent



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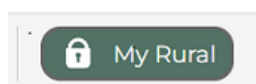
Website: www.rsha.org.uk

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 vital 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 where possible and do what we can to help.

The rent of all RSHA tenants is due on or before the 1st of each month or at other regular intervals if agreed in advance with your Housing Officer. There are several ways to pay your rent. You choose the one that suits best.

To find out what your rent account balance is, or you aren't sure what you need to pay, contact the office at the details above or log in to your My Rural account.



My Rural Portal – The easiest way to pay your rent is through the My Rural Portal. To register for an account, you will need your National Insurance number and Tenancy Reference number.

<https://myrural.rsha.org.uk/auth/login?r=dashboard>

In My Rural you can also access information about your tenancy repairs and pay rent as you would an online purchase.



DIRECT DEBIT – This is one of the easiest ways to pay your rent. Payments can be made weekly, fortnightly, 4 weekly or monthly. Please contact our office over the phone to set this up. Please note there needs to be 14 days of notice before the first payment can be taken.



POST OFFICE – You can pay at the Post Office with an Allpay card. If you would like an Allpay Card, please contact our office.

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 that displays the Pay Point Logo.



ALLPAY ONLINE (VIA APP OR INTERNET BROWSER) –

The app is available for Apple iPhone and Android Smartphones. The App and internet browser allows you to make an account, make payment and store payment details. Website is Allpayments.



Internet Payments

Android App -



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

Apple App –



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

BY BANK TRANSFER – To make payment using your telephone or internet banking service, contact the association's office for the sort code, account number and your tenancy 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 your full rent, you will have to pay is the remaining amount.



UNIVERSAL CREDIT PAYMENTS DIRECT TO LANDLORD – If you are claiming UC you can choose to have the housing cost portion of your UC paid directly to the Association. If eligible, you will be offered choice of payment on your UC online account after your first payment. Remember, if your UC housing cost does not cover your full rent, you will have to pay is the remaining amount.

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