

The information in this leaflet is also available in other languages, in larger print, Braille or on audiotape. Please contact your area housing office if you need any of these services.



AAA



Yate	01454 821100
Kingswood	01454 821300
Patchway	01454 821500

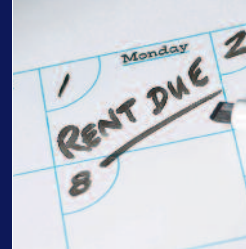


Merlin Housing Society

Building 2 | Riverside Court | Bowling Hill | Chipping Sodbury | South Gloucestershire BS37 6JX

www.merlinhs.co.uk

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How to pay your rent



How to pay your rent

Your rent is due weekly on a Monday and is paid in advance. Every quarter we'll send you a rent statement that shows all the payments you have made.

HOW CAN I PAY MY RENT?

You can pay your rent in a variety of ways:

- at a Post Office or Paypoint agent
- online payment by debit card
- telephone payments by debit card
- in person at the Council's cash offices in Kingswood, Thornbury, and Yate (no postal payments).

For some of these methods of payment, you need to either have your rent swipe card with you, or you will need to know the unique 15 digit reference number printed on it.

This ensures your payment goes to the correct account.

Swipe cards are issued for other types of payment - always check that you are using your rent swipe card before making a payment. The payment type is printed towards the bottom left hand corner of the card.

You can also pay directly from your bank account:

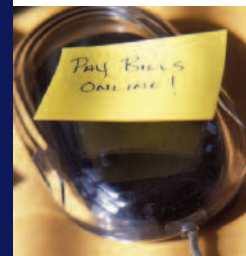
- by Direct Debit
- by Standing Order

Paying rent at a Post Office or Paypoint agent

You can pay by cash or cheque at the Post Office. When paying you must produce the correct swipe card, or payment will not be accepted. Your payment will take three working days to appear on your rent account.

Paypoint agents will only take payments in cash. Paypoint agencies are available at selected shops and garages.

If you are away from home for any period of time, you can pay your rent at any Post Office or Paypoint agent anywhere in the country, provided you have your swipe card.



Contact your local area housing office to ask for a plastic payment card (swipe card). The card will be sent directly to your home address.

Paying at a Council cash office

You can pay in person at Council offices in Yate, Thornbury, and Kingswood. They are open, Monday to Thursday from 8:45am to 4:30pm, and to 4:15pm on Friday. They do not accept postal payments.

Payment can be made by cash, cheque or debit card. In order to process your payment you will need to know your unique 15 digit reference number - this is the reference at the bottom of your swipe card.

Paying online

You can pay securely online via our website www.merlinhs.co.uk. Follow the link marked Pay your Rent on the screen to be directed to the Council website and follow the instructions. The payment will be credited to your account within two days.

Paying over the phone

You can call 0845 245 0682 to pay with your debit card. You will need to quote your unique 15 digit reference number – this is the reference at the bottom of your swipe card, as well as details from your debit card. You should allow two working days for this to be shown on your account.

Paying by Direct Debit

Direct Debit payment is taken from your bank account automatically on the first working day of each month.

To set up a Direct Debit ask for a form from your local area housing office. The form must be completed with your bank account details and returned to us by the 10th of the month for payments to be set up for the following month. Direct Debit payments are adjusted automatically and do not need renewing annually.

Paying by Standing Order

Standing Orders are taken from your bank account automatically either weekly or monthly depending on how you set them up. You can also include payments to reduce rent arrears by agreed installments. To set up a Standing Order, ask for a form at your housing office then take the completed form to your bank.

Standing Orders need to be renewed in April and if your rent changes, you'll have to inform the bank to change the amount as payments do not adjust automatically.



WHAT IF I CAN'T PAY MY RENT?

If you think you'll have difficulty paying your rent, contact your area housing office to discuss the matter before you miss a payment, and we may be able to come to an agreement. We will take action against anyone who runs up rent debts and fails to contact us.

WHERE DO I FIND OUT MORE?

For any queries or enquiries about rent, contact your area housing office.

Yate Office
01454 821100

Kingswood Office
01454 821300

Patchway Office
01454 821500

WHAT IF I AM NOT HAPPY WITH THE SERVICE I HAVE RECEIVED?

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, please get in touch. There is a range of ways you can make a complaint, give us a compliment or just comment about our services. For more information, contact the customer service team at your area housing office.

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or disability.

