

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Whitefriars is proud to be part of



### Whitefriars Housing Offices

9 Little Park St  
City Centre  
Coventry

☎ 024  
7676 7111

29-31 Riley Square  
Bell Green  
Coventry

☎ 024  
7670 8400

192 Torrington  
Avenue  
Coventry

☎ 024  
7649 6700

St James Lane  
Willenhall  
Coventry

☎ 024  
7651 6700

### Need help in your own language?

Arabic

آيا به زبان خودتان به کمک نیاز دارید؟ "هل تحتاج إلى مساعدة بلغتك".

French

« Vous avez besoin d'aide  
dans votre propre langue ».

Kurdish

آپنی زبان میں مدد کی ضرورت ہے۔ ئابا پئویستت به یارمهتی به زمانی خۆت ههیه.

☎ 024 7676 7000

Farsi

Polish

Wymagają Państwo  
pomocy w swoim języku?

Urdu

### Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

**Repairs Line (24hrs) 0845 850 6090**



[www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
[www.wmhousing.co.uk](http://www.wmhousing.co.uk)

# How to pay your rent

Instructions pour le paiement de votre  
كيف تسدد إيجار منزلك  
چگونه میتوانید کرایه خانه خود را بپردازید  
چونکرئ خانووہ کہت بدهی  
Dostępne formy płatności za wynajem  
آپنا کرایہ کس طرح ادا کریں



"creating places where people are proud to live and work"

# How to pay your rent

It is very important to make sure that your rent payments are always up to date.

There are lots of different ways for you to pay your rent, so choose the one which is best for you, this means that your rent payments will be on time.

Remember that if you want to pay your rent monthly then payments must be made in advance.

## Direct Debit

The best and easiest way to pay your rent is by setting up a direct debit.

You are in control of a direct debit and we will tell you in advance of any changes

You can choose the day you want the direct debit to be taken from your bank account and the payments can be weekly, fortnightly, 4 weekly or monthly.

Contact your housing office and they will be able to set up the direct debit for you over the phone. Or you can ask for a form at your housing office.



## By using your Rent Card

Your rent card is the plastic card that you were given which has your rent reference number on it.

Just have your card handy and you can pay at any of the places below using cash or your debit card.

## Post Office and Paypoint outlets



there are a number of these in local shops and garages look out for the signs. You may find them more convenient than other places as they often stay open for longer and at weekends.

### At each of these

- To make a payment by rent card you simply hand your rent card to the person behind the counter
- They will swipe your card through an electronic reader and key in the amount of your payment and you pay them this amount
- Make sure you keep your receipt



### You can also pay your rent over the phone using your debit card

- During office hours please ring your housing office
- Outside office hours you can ring our 24 Hour Payline on 08707 700472

### Via the Web

via our website,  
[www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk).  
You will need your rent card  
and your debit card to make  
the payment.

### Standing Order

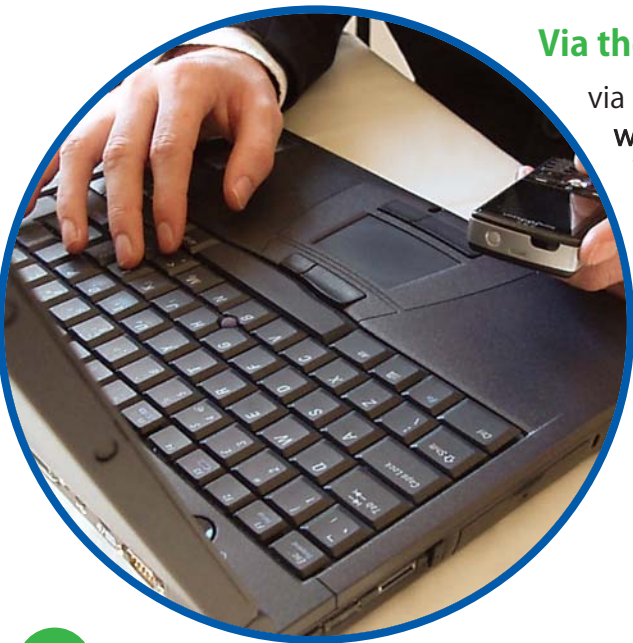
Setting up a standing order is a simple way of paying your rent. Once your bank or building society has received the forms they will make the payments to us automatically. If your rent changes you will need to contact your bank or building society to advise them of any increase or decrease in your rent.

### Whitefriars Employees

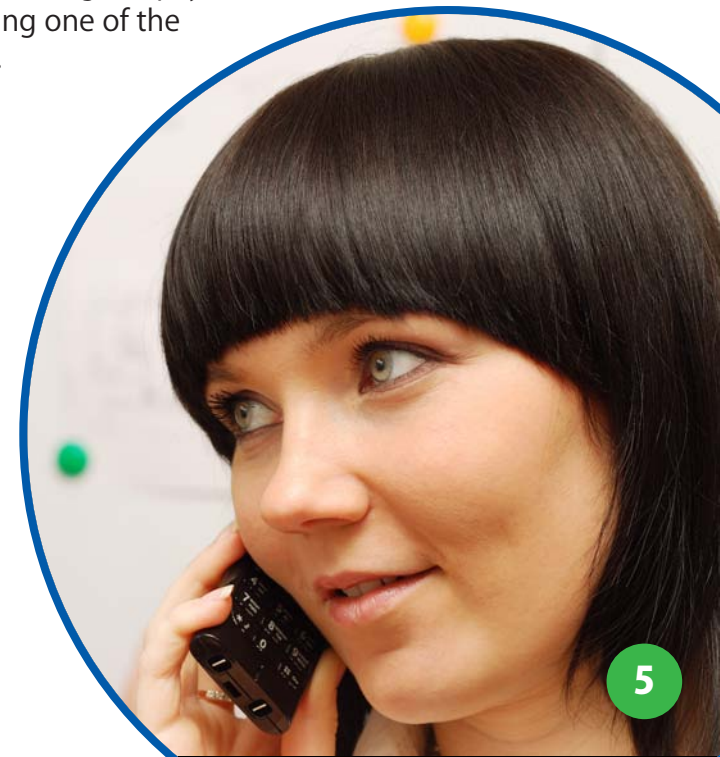
If you work for Whitefriars then you can have your rent payments taken direct from your wages. See your HR department for this.

### By direct payment of Housing Benefit

If you get housing benefit you can have your benefit paid to us direct. If your housing benefit is less than your rent you must arrange to pay the difference to us using one of the payment methods.



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### What should I do if I can't pay?

If you start to struggle to pay your rent then please contact us **STRAIGHT AWAY**. We will help you look at your budget and make sure that you have applied for all the benefits you are entitled to.

**Please don't ignore the problem – it won't go away and the longer you leave it the worse it will get.**

### What happens if I do not pay?

If you do not pay your rent then you will fall into rent arrears. If rent arrears are not paid then we will take legal action that could result in you losing your home.

So remember talk to us as soon as you have problems. There is more information in our Rent Arrears leaflet.

