



## **Paying your rent and other charges**



Your rent and other charges are due in advance on Monday every week. If you have an agreement with us you can pay weekly, fortnightly or monthly if you prefer.

## How much do you need to pay?

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Your rent letter (or tenancy agreement if you are a new tenant) will tell you how much rent and other charges you need to pay. If you are unsure you can contact us on 01494 476100. We will send you a rent statement so you can keep track of your rent payments – it is important that you check it carefully. If you think there is a mistake, contact us on 01494 476100.

## How to pay your rent

You can pay your rent in the following ways:

### Direct Debit

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This is the easiest way to pay as you don't need to worry about changing the amount you pay when your rent changes. This is all done automatically and you are covered by the Direct Debit guarantee. If you would like to set up a Direct Debit please contact us on 01494 476100.

## Online

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[www.redkitehousing.org.uk](http://www.redkitehousing.org.uk)

Please have your rent reference number and credit or debit card details to hand. You will also need the 19 digit number on your AllPay card.

### AllPay Card

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You can use your AllPay card to pay your rent at any Post Office in the country or at any shop or garage that displays the PayPoint sign. If you need to replace your AllPay card, please call 01494 476100.

## Telephone

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Call 0844 5578321. Please have your rent reference number and credit or debit card details to hand. You will also need the 19 digit number on your AllPay card.

Please note that calls to this number cost approx. 5p/minute from a BT landline and from a mobile may cost more.

## Post

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You can send a cheque (not cash) made payable to Red Kite Community Housing to our offices. Please remember to write your rent account number, name and address on the back of the cheque.

## Standing order

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You can still set up a Standing Order but Direct Debit is the easiest way to pay. To set up a standing order please speak to our Relationship Specialists.

## Help with your rent

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If you are finding it difficult to pay your rent and think you may qualify for Housing Benefit, you can contact the Housing Benefit Team at Wycombe District Council on 01494 421325 for more information.

Please remember that you are responsible for your Housing Benefit claim. You must complete and return the forms on time or you may not qualify for any Housing Benefit.

## If you are having problems paying your rent

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If you fall behind with your rent it is important that you contact our Relationship Specialists as soon as possible. **It is much better to ask for help straight away so we can try to support you before things get too serious.**

Our Relationship Specialists may put you in contact with one of our money advisers who will help make sure that you have got all of the benefits that you are entitled to. You can make an arrangement with them to pay off any arrears and so long as you keep to the agreement, we won't take any further action against you.

We will offer you all the help and support that we can – the last thing that we want is for you to lose your home. If however you don't try to sort things out with us or keep to any agreement you have made, we will take legal action against you and you may lose your home.



PLEASE FILL IN THE FORM USING A BALL POINT PEN:

allpay Limited Re:  
 Red Kite Community Housing Ltd  
 Fortis et Fides  
 Whitestone Business Park,  
 Whitestone,  
 Hereford. HR1 3SE

Name(s) of Account Holders(s).


Bank/Building Society Account Number.

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Bank Sort Code.

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Name & full postal Address of your Bank or Building Society.

To: The Manager	Bank/Building Society
Address	
Postcode	

Reference

allpay use only

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### Instruction to your Bank or Building Society to pay by Direct Debit

Service User Number

8	3	9	7	9	6
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**Please complete your Address and Telephone Number.**  
 This is not part of the instruction to your Bank or Building Society. For allpay Limited Re: Red Kite Community Housing Ltd official use only.

Address	
Postcode	
Telephone	Ref:

### Instruction to your Bank or Building Society.

Please pay allpay Limited Re: Red Kite Community Housing Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with allpay Limited Re: Red Kite Community Housing Ltd and, if so, details will be passed electronically to my Bank or Building Society.

Signatures	
Date	

**Banks and Building Societies may not accept Direct Debit Instructions on some types of Account**

**This Guarantee should be detached and retained by the Payer**

## The Direct Debit Guarantee



° This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

° If there are any changes to the amount, date or frequency of your Direct Debit, allpay Limited Re: Red Kite Community Housing Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request allpay Limited Re: Red Kite Community Housing Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

° If an error is made in the payment of your Direct Debit by allpay Limited Re: Red Kite Community Housing Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.

- If you receive a refund you are not entitled to, you must pay it back when allpay Limited Re: Red Kite Community Housing Ltd asks you to.

° You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.

# Direct Debit Payment Details

Reference

Please indicate which monthly installment date you would like by ticking the appropriate box.

1st

15th

Red Kite Community Housing official use only

1st Payment Amount:	1st Payment Date:
Subsequent Amount:	2nd Payment Date:
Date of entry on Webconnect:	
Please enter the details of the customer, if different from those of the bill payer overleaf	
Name:	
Address:	
Postcode:	

PLEASE RETURN TO:

Payments will be collected on behalf of:

RED KITE COMMUNITY HOUSING LTD  
WINDSOR COURT  
KINGSMEAD BUSINESS PARK  
FREDERICK PLACE  
HIGH WYCOMBE  
BUCKS  
HP11 1JU

