



How to pay your rent

Direct Debit:

Red Kite now offers the opportunity to pay by direct debit. This is a much easier way to pay as you won't need to worry about changing the amount. This is all done automatically and you are covered by the direct debit guarantee. Please contact a Relationship Advisor on 01494 476100 for more information.

AllPay Card:

If you wish to pay online, over the telephone or at a Post Office/Pay Point Zone you will need a Red Kite Allpay Payment Card. Please contact **01494 476100** if you wish to order a new card. Payments can also be made online at www.redkitehousing.org.uk

Mobile App:

Download the App called 'allpay' and using your rent reference number pay the rent with your Smartphone. You will also need a Allpay Card.

Telephone:

Please call **01494 476100**. Please have your address details and credit or debit card details to hand. Alternatively, you can contact your individual Relationship Specialist.

Help with your rent

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 on 01494 421325 for more information.

If you are having problems paying your rent

If you fall behind with your rent it is important that you contact your Relationship Specialist as soon as possible on **01494 476100**

You can make an arrangement with them to pay off any arrears each week. 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 with us, we will take legal action against you and you may lose your home.