

This leaflet aims to provide you with advice on the different ways available to pay your rent.

Are there different ways that I can pay my rent?

Yes there are! With all of our convenient available methods, it's never been easier to pay your rent.

Paying By Direct Debit

The easiest way to pay if you have a current bank or building society account is by Direct Debit. Although rent is due by the 28th of each month, we understand that many of our tenants are not paid on this date and may wish to pay at a different time. We can accept payment, in advance and in line with your pay day, be it weekly, fortnightly or even four weekly.



Simply contact **0141 941 1044** and ask to speak to the Rents Team. We can complete your Direct Debit with you over the phone.

Debit card payments

By visiting the office.

We accept payments by debit card at our office reception at 77-83 Kilbowie Road. We will process your payment over the counter and issue you with a receipt.

By telephone.

Alternatively, call us on **0141 941 1044** and we can process your payment over the telephone and post out your receipt for your records.

Using your allpay payment card

All tenants receive a payment swipe card containing a unique identification number. You can pay using your swipe card in a variety of ways:

In person, at a wide range of retail outlets displaying one of the signs below:



A selection of the local outlets where you can pay your account are:-

- Co-op Clydebank, 2 Sylvania Way South & 393 Kilbowie Road
- News & Mags, 84 Sylvania Way
- Asda Superstore, 31 Britannia Way

- Lifestyle Express, 66 Whitecrook Street
- Ahmed Brothers, 122 Barns Street
- NP's Newsagent, 7 Second Avenue
- Scot-Mid Co-op, 127 Riddell Street
- Fleming Food Store, 24 Fleming Avenue
- Pricecutter, 7-9 Radnor Street

Online via allpay's website by going to www.allpayments.net. Your allpay card and debit card will be required.

By telephone by calling the 24-hour service on **0330 041 6497** from any touch-tone phone. Your allpay card and debit card will be required.

What happens if I lose my swipe card?

Let us know immediately and we will order a replacement for you. This will take three – five working days to be delivered to you.

Allpay App

Download the free app to your phone from <http://www.allpay.net/allpay-payment-app> for Apple, Windows, or Android devices.

All you require for the initial sign up is an email address and your swipecard number.

Cheque

You can post or drop a cheque in to us. Make your cheque payable to 'Clydebank Housing Association Ltd' and write your name, address and rent account number on the back of the cheque.

Please note that for security reasons we cannot accept cash payments at reception.

Remember non-payment of rent can put your tenancy at risk so please get in touch as early as possible if you are experiencing problems.

Complaints

If you are unhappy with the way you have been treated by staff or the information you have been given you can complain. Please ask for a copy of our Complaints Procedure or pick up a copy of our Making a Complaint leaflet.

“Offering our community more than a home”



Welfare Rights Service Reminder

We have a part time Welfare Rights Officer (Katie McGhee) who provides a welfare rights service from our office.

Our Welfare Rights Officer working timetable is below:

- Monday 9.00am – 12.30pm
- Tuesday 1.30pm – 5.00pm
- Wednesday 9.00am – 12.30pm
- Thursday 1.30pm – 5.00pm
- Friday 9.00am – 12.30pm

You can contact Katie by telephoning our office on 0141 941 1044 or by email katie@clydebank-ha.org.uk

How we spent each £1 of rent money in the year to 31 March 2020

	2019/2020
Direct Costs:	
Major Repairs	£0.18
Routine Maintenance	£0.10
Cyclical Maintenance	£0.05
Services	£0.03
Total Direct Maintenance Costs	£0.36
Staff Salaries	£0.20
Office Overheads	£0.06
Interest on Loans	£0.02
Other Activities*	£0.08
Property Insurance	£0.02
General Expenses	£0.02
Bad Debts/Voids	£0.01
(Taken from)/Put into reserves	£0.23
TOTAL	£1.00

*Tenant Participation/Wider Role/Development

Please do not hesitate to contact the Rents Team if you need any assistance.

If you or someone you know would like this leaflet in any other format, let us know.

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