

Easy ways to pay your rent



We rely on you paying your rent regularly and quickly so that we can pay for housing management costs and for repairs and improvements to our properties including your own.

Your rent is due on a Monday and must be paid by no later than the following Friday so that you avoid falling into arrears. If you wish to pay your rent fortnightly or monthly then you must agree this with your neighbourhood officer and payments must be made in advance.

Rent settings

The amount you pay is set at the beginning of your tenancy and is reviewed annually at the beginning of April using government policy guidelines.

For more information about how your rent is calculated download a copy of our 'how your rent is calculated' leaflet at www.shorelinehp.com telephone **0845 849 2000**, email info@shorelinehp.com or visit one of our customer service centres.

Paying your rent

Payments can be made in any of the following ways:

1. By Direct Debit

Direct Debit is the easiest way to pay your rent. It allows you to pay your rent in one monthly or weekly payment saving you the time and trouble of writing and sending a cheque or paying by cash. It also allows you to budget by paying over 12 equal monthly or 52 weekly payments.

All your normal charges can be paid in this way – rent (including water and heating charges), garage rent and insurance. They will be taken out of your account by one simple payment on the first of the month (monthly) or Monday of each week (weekly) or the nearest working day.

If you would like to pay by Direct Debit please telephone Shoreline on **0845 849 2000** to request a Direct Debit form or download a form from www.shorelinehp.com

2. By telephone

You can make payments with your debit or credit card by calling Shoreline on **0845 849 2000** (Monday - Friday, 8.30am - 5.30pm). You will need:

- your rent account number
- the amount you wish to pay
- your credit or debit card number, expiry date, issue number (for Switch) and the three digit security code

You can also make payments with a debit card by telephoning allpay on **0844 557 8321**, 24 hours a day, seven days a week. You will be asked for:

- your allpay.net card number
- your debit card number, expiry date, issue number (for Switch)
- the amount you wish to pay.

Your transaction will be authorised online and you will be given an authorisation code as proof of payment, which you should make a note of for safekeeping. The amount of your payment will be credited to your account usually the following day depending on the time of your call.

If you have any general enquiries please telephone allpay on **0844 225 5729**.

3. Using the allpay swipe card

You will be sent an allpay card within a couple of days of moving into your home.

You can make card, cheque or cash payments using your card at the following allpay kiosks:

Shoreline Customer Service Centre

11-13 Osborne Street
Grimsby
DN31 1EY

Opening hours:

Monday, Tuesday, Thursday and Friday: 9am - 5.30pm
Wednesday: 10am - 5.30pm
Saturday, Sunday, Bank Holidays: closed

Make the Neighbourhood Better Centre

60 Second Avenue
Nunthorpe
Grimsby
DN33 1NN

Opening hours:

Monday - Friday: 9am - 4pm
Saturday, Sunday, Bank Holidays: closed

Immingham Civic Centre

Pelham Road
Immingham
DN40 1QF

Opening hours:

Monday - Thursday: 9am - 4.30pm
Friday: 9am - 4pm
Saturday, Sunday, Bank Holidays: closed

You can also use your card to make payments at any PayPoint or Post Office in the UK.

You will be given a receipt as proof of payment which you should keep in a safe place.

If you pay with cheque, please make it payable to Shoreline Housing Partnership Ltd and write your rent account number on the back.

If you are paying more than one account, you must have a separate cheque for each account. You can not pay two different rent accounts with one cheque.

If your card has been lost, damaged or stolen or if you would like a list of PayPoint outlets in the area, please telephone Shoreline on **0845 849 2000** or email **www.shorelinehp.com** and we will arrange for a replacement to be posted to you.

4. Over the internet – 24 hours a day

Simply log on to **www.shorelinehp.com** or **www.allpayments.net** to pay your rent online.

You will be asked for your allpay.net card number and for your debit card number, expiry date, issue number (for Switch) and the amount you wish to pay. The transaction will then be authorised online and you will be given an authorisation code.

All first-time users will be asked to enter and confirm a password and an email address so you can be sent payment confirmation. You will be asked for this password every time you log on with the same Payment Card Number.

5. By text

You can pay your rent by text any time and in any place 24 hours a day, 7 days a week, using your mobile phone. Paying by text is simple, quick, secure and easy to use. To register follow the link on the Shoreline website at **www.shorelinehp.com** or telephone Shoreline on **0845 849 2000**. To register you will need your allpay.net card number, email address, mobile phone number and the Debit/ Credit Card details of the account you wish to make payments from.

Once you have set this up you can text the amount you wish to pay and it will be deducted from your account. We will then send you a text to confirm that your payment has been processed.

We will take the payment from your bank account and credit it to your rent account within two working days.

6. By post

You can send a cheque or postal order, made payable to Shoreline Housing Partnership Ltd, with your rent account number written on the back and post to:

Shoreline finance rental team
First floor Shoreline House
Westgate Park
Charlton Street
Grimsby
North East Lincolnshire
DN31 1SQ

Rent statements

We will send you a statement of your account every three months so that you can see all of the rent payments that you have made.

Payment difficulties, rent arrears and court action

If you are having difficulty paying your rent or any other charge, no matter what the reason it is important that you contact your neighbourhood officer as soon as possible. They will agree a suitable repayment plan with you, advise you of any possible benefit entitlements and put you in touch with other agencies that can help you free of charge. If you ignore this plan or our letters and your arrears increase or they are not paid, then legal action may be taken against you, which may result in you losing your home.

It is important that if you have any benefit claims pending, that you let your neighbourhood officer know. Housing Benefit will not automatically tell us of any claims until they pay us and by letting us know in advance you may stop any further arrears action.

If you leave us while owing us money then we will give you an opportunity to pay this to us after you have left. If you fail to do so then we may bring in a debt collector to recover the debt for us.

Service charges

Some tenants have a service charge included in their rent. Details of these charges will be given to you each year so that you can see exactly how much you are paying for each service. We will let you know of any changes to rent or service charges at least four weeks before the charge is applied.

Housing Benefit

You may be able to receive help in paying your rent by applying for Housing Benefit. Even if you are uncertain please make a claim because claims made at a later date cannot always be backdated.

You can get advice and an application form from any Shoreline or North East Lincolnshire Council office.

If you are elderly or disabled, unable to complete a form for any reason or cannot get to an office to complete a Housing Benefit application form then a home visit can be arranged by contacting the Housing Benefit Section at North East Lincolnshire Council.

If you are in receipt of Housing Benefit you should complete any new forms that are sent to you – do not ignore them. If you do ignore them your benefits will be cancelled. This could lead to arrears action and legal proceedings being taken against you because you have not paid your rent.

It is your responsibility to apply for Housing Benefit and to pay your rent while waiting for your benefit claim to be assessed. Please be aware that the responsibility is yours. If you have arrears before claiming Housing Benefit you must continue to make payments against these arrears.

Housing Benefit is paid monthly when you are in arrears. In order to make sure your rent account is managed properly, we would encourage you to arrange for Housing Benefit to make the payments directly to us.

If you are unlikely to receive full benefit because of your income or because of any overpayment of benefit in the past then you should make rent payments while waiting for Housing Benefit. If you have any queries about this then you should contact either your neighbourhood officer or the Housing Benefit Section at North East Lincolnshire Council.

Useful contact details and telephone numbers

Shoreline Housing Partnership

0845 849 2000
info@shorelinehp.com
www.shorelinehp.com

North East Lincolnshire Council Housing Benefit Section

01472 323710

Citizens Advice Bureau

01472 232200

National Debtline

0808 808 4000
www.nationaldebtline.co.uk

What do you think of our service?

If you have a problem with our service, you feel you have not been treated correctly or you have any suggestions as to how we can improve our service please let us know. We use customer feedback to improve the services we provide. To make a complaint, compliment a service or make a suggestion please telephone **0845 849 2000**, email **letusknow@shorelinehp.com** visit **www.shorelinehp.com** or complete a 'let us know' form available from any of our offices.

0845 849 2000

www.shorelinehp.com

info@shorelinehp.com



Corporate member of
Plain English Campaign
Committed to clearer communication.

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