



Easy ways to pay your rent

If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 or email communications@shorelinehp.com.

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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 ask for a copy of our 'how your rent is calculated' leaflet by telephoning 0845 849 2000, visit our website www.shorelinehp.com or any of our offices.

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 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 installments.

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 or fifteenth of each month or the nearest working day.

If you would like to pay by Direct Debit please fill in a Direct Debit form available from www.shorelinehp.com, any of our offices or by telephoning 0845 849 2000.

2. Using the allpay swipe card

Payments can be made in person at any PayPoint, PAYzone or Post Office in the United Kingdom. Simply take your swipe card to the cashier together with your payment – and that's it your rent is paid!

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

You will be sent an allpay card within a couple of days of moving into your home, together with a wallet which can be used to keep your receipts safe and a list of PayPoint and PAYzone outlets in the area.

3. By telephone

You can make payments using the allpay service with a Debit Card using the telephone or internet.

To make a payment call the allpay telephone service on 0870 243 6040, 24 hours a day, 7 days a week.

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. Once your payment has been processed you will be issued with 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.

4. Over the internet

You can pay your rent online by logging on to www.allpayments.net or by following the link at www.shorelinehp.com. 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. 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.

5. By text

You can pay your rent anytime, anyplace 24 hours a day, 7 days a week with our new text messaging service. Paying by text is simple, quick, secure and easy to use.

To pay by text you will need to register by following the link on our website or register your details with allpay.net. 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. You will be sent 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. In person

You can pay your rent in person at any of these offices:

- Shoreline Housing Partnership
Customer Service Centre
11-13 Osborne Street, Grimsby, DN31 1EY

(Cheque, Debit/Credit Card payments only)
- 'Make the Neighbourhood Better' Centre,
Second Avenue, Grimsby
- North East Lincolnshire Council
Customer Access Point, Kennedy Way,
Immingham
- North East Lincolnshire Council
Municipal Offices, Town Hall Square,
Grimsby
- North East Lincolnshire Council
Civic Offices, Knoll Street, Cleethorpes

When paying in person please make your cheque or postal order payable to 'Shoreline Housing Partnership Ltd' when paying at a Shoreline office, payable to 'North East Lincolnshire Council' when paying at a council office, and to "Post Office Ltd" when paying at the Post Office®.

Please take your rent card with you so it can be receipted when you pay. We will send you a statement of your account at least every three months so that you can see all of the payments that you have made against your rent account.

7. By post

Please send a cheque or postal order, made payable to 'Shoreline Housing Partnership Ltd' to:

Shoreline House
Westgate Park
Charlton Street
Grimsby
DN31 1SQ

Please put your account number on the back of the cheque or postal order.

8. By Standing Order

Paying by Standing Order gives you the same benefits as paying by Direct Debit, however there are two main differences;

- you are responsible for setting up the standing order with your bank/building society. You will need to tell them when you would like payments to be made, and of any changes in the amount to be paid (under Direct Debit we do this for you).
- you can decide whether to make payments monthly or weekly.

If you would like to pay by Standing Order please ask for a Standing Order form by telephoning us on 0845 849 2000, visiting www.shorelinehp.com or going into any of our offices. You will need to complete the form and take it to your bank or building society who will arrange for the payments to be made into your rent account.

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 in paying your rent or any other charge, no matter what the reason it is important that you contact your neighbourhood officer immediately. 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 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 Benefits. 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

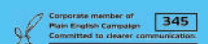
What do you think of our service?

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.

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