



## **Paying your Rent and Service Charges**

Your rent together with any Service Charge is payable on a calendar monthly basis and is charged on the 1st of the Month. You may choose from the following payment methods:

### **Direct debit**

Direct Debit forms are available from any of our offices. By choosing this method, we can vary the amount of rent requested from the bank on your behalf. This means that when your rent increases on 1st June each year, we can instruct the bank to increase your Direct Debit on your behalf.

### **At your local office or by post**

By cheque made payable to Caledonia Housing Association. Please remember to write your name, address and rent account number on the back of your cheque. For security reasons we are unable to accept cash payments at our offices.

### **Rent Payment Card**

To give you choice and convenience when paying rent, we use the allpay.net system. The following payment methods are offered to rent payment card users:

#### **Over the counter**

Swipe cards can be used with cash at a variety of convenient locations including all Paypoint, Payzone, E-pay outlet and any Post Office. Many of these outlets also accept payments by debit and credit card.

#### **By landline or mobile telephone**

An interactive voice response telephone payment system is available 24 hours a day, 7 days a week. Payments are accepted by debit & credit cards by telephoning 0870 243 6040.

#### **By mobile telephone text messaging**

To begin securely texting payments, you simply need a UK registered mobile telephone, a valid rent payment swipe card and a current debit or credit card. After a brief online registration at [www.allpayment.net](http://www.allpayment.net) text payments can be made 24 hours a day, 7 days a week by texting 81025.

#### **Over the internet**

Swipe card users can pay online 24 hours a day, 7 days a week by logging on to allpay's secure internet payment service at [www.allpayments.net](http://www.allpayments.net). There is no registration process, making it quick and easy to carry out either regular or one-off payments.