

Rent Payments

how to pay your rent to thenue



It is important that your rent and any service charges are paid on time. It is the money that pays for the services you receive. Payment must reach us by the 28th of each month. You always pay for the coming month. For example, May's rent must be paid by 28th April.

How to pay

By Chip & Pin at any of our offices using your debit card

At any Post Office or any shop or garage which displays the PAYzone or PAYpoint sign

You can pay with cash or by cheque and present it with your rent payment card. Your card will be swiped to record the payment and you will be given a receipt. Keep your receipt in your payment card wallet.

By phone

If you have a debit card you can call 0870 24 36 040. You will be asked for the number at the front of your rent payment card (rent account number), your debit card number and the amount you wish to pay.

Through your bank or building society
We will give you a direct debit form and explain the procedure. You can then arrange for your rent to be paid to us on the same day each month.

By post to our Head Office

Send a cheque or postal order to 423 London Road, Glasgow, G40 1AG. Do not send cash.

You must write your name, address and rent account number on the back of the cheque.

If you pay by post or through a bank or Post Office, you should always allow at least three working days for the payment to reach us.

By Housing Benefit direct payment

If you receive Housing Benefit it is usually paid directly to us, but remember, if your payment does not cover the full amount of rent, you will have to pay us the remaining amount.

Online

To pay online, visit our website www.thenuehousing.co.uk and click on 'Make a Payment', This will direct you to the Allpay website and you will be asked to

enter the number at the front of your rent payment swipe card. You will be prompted to enter the amount you wish to pay and your debit card details from which you wish the payment to be taken from. Simply click on 'Pay Now' and you have easily paid your rent/invoice. This service is available 24 hours a day, seven days a week.

By Text

You will need a UK registered mobile phone, a valid rent payment swipe card and a current debit card. After a very brief registration online at www.allpayments.net/textpay you can pay your rent/invoice anytime.

You will be prompted to text a code and the amount you wish to pay to a designated number every time you want to make a payment.

Callpay *a new service which allows us to take your payments over the phone*
To use Callpay you will need a valid rent payment swipe card and a current debit card. You can call us on 0141 550 3581 and choose option 2, then option 1 and you will be transferred to a member of our Income Maximisation team. You will be asked for the number at the front of your rent payment swipe card, your debit card

number and the amount you wish to pay. These payments can also be processed at a home visit if our member of staff has a netbook with them.

Frequently Asked Questions

How much and how often do I pay?

The amount you pay is made up of your monthly rent and, for certain properties, service charges. It is based on the type and size of property you live in and the facilities you receive. Please contact us for an up to date balance or statement of your account.

How and where do I pay?

You can pay at any Post Office and at certain shops and garages that have the PAYzone or PAYpoint signs. You can also pay directly through your bank or send a cheque or postal order to us. See 'How to Pay'.

What about Council Tax and Water Charges?

Your Council Tax is a separate payment. You have to pay it to your local Council. Your Council Tax payment includes water and sewerage charges.

How do I keep track of my payments?

You will be given a receipt each time you make a payment at a Post Office, shop or garage. Keep this safe and always check that the records are correct. If you pay through your bank, each payment will be shown on your bank statements. You can ask for a statement of your rent and service charge payments at any time - just ask at your local office. Remember - we measure whether your account is in credit or arrears on the 28th of each month.

Will my rent go up?

Rent levels are reviewed once a year. If your rent goes up, we will let you know at least four weeks before it must be paid. Rent increases usually come into effect on 1st April.

What if I lose my Rent Payment Card?

If you lose your Rent Payment Card, contact your local office immediately. We will issue a new one to you within a few days.

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We are committed to ensuring access to information for everyone. If you need this information translated in another language, Braille, audio or large print version, please tell us.

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