

# Paying your rent



This leaflet provides useful information about paying your rent including:

- Advice on different ways to pay.
- Advice on what to do if you experience problems paying.
- How to contact us about your rent payments.

## **Starting your tenancy**

When you first become a Newlon resident we will tell you how much rent you need to pay and about any service charges for services such as lifts or cleaning and lighting of communal areas.

If you are eligible for Housing Benefit or Universal Credit we will help you make a claim and we would normally ask you to arrange for your Housing Benefit to be paid directly to us. Please remember that it is your benefit claim and although we may assist you, you are responsible for providing all the information that is needed. The Housing Benefit department or Department for Work and Pensions (DWP) will write directly to you to let you know how much benefit they will pay you.

## How to pay your rent

We have made it possible for you to pay your rent in many different ways so that you can choose the method that is easiest for you.

Please note that for registration for many of the payment methods below you will need your **rent payment card**. If you do not have one please contact our Service Centre by calling **020 7613 8080** or emailing **customerservice@newlon.org.uk**.

### Monthly Direct Debit

This is probably the simplest and most convenient way of paying your rent. You do not have to go to a bank or post office to make payments as the money goes directly from your bank account to Newlon. You can pay monthly on any day of the month, or weekly or fortnightly if you prefer. If your rent changes, we will notify you and automatically change the amount collected from your bank account so you don't have to.

To use this service all you need to do is fill out a Direct Debit form or call **020 7613 8080** or freephone **0800 316 7989** to set up a direct debit over the phone. You can find the Direct Debit form on our website: **[www.newlon.org.uk/residents/paying-your-rent](http://www.newlon.org.uk/residents/paying-your-rent)**

### My Newlon, online self-service portal

You can now pay your rent and download statements anytime, 24/7 through My Newlon, our online self-service portal. Register at **[my.newlon.org.uk/signin](http://my.newlon.org.uk/signin)** using your 7 digit agreement number which can be found on any rent statement or correspondence from Newlon.

### Online via the allpay website

You can save time with this convenient online option. You will need an allpay payment card as you will have to provide the reference number on the card when you register to pay. To pay your rent online using your allpay payment card visit **[www.allpayments.net](http://www.allpayments.net)**.

## On your smart phone or tablet with the allpay app

You can pay your rent directly from your mobile device through the **allpay app**. If you have an Android device you can download the app from **Google Play**. If you have an Apple device you can download it from the **App Store**. Search for '**allpay**'.

Once the allpay app is installed on your device, register by entering your email address, your rent payment card number and your bank card details for payment. Then you can enter the rent amount and confirm the payment.

## Text

You can also pay your rent using allpay's secure SMS text message bill payment option. This means you can pay your rent to us anytime, anywhere, day or night. All you need to do is register with allpay at **[www.allpayments.net/textpay](http://www.allpayments.net/textpay)**. Please note that even if you are registered with allpay you will need to do so one more time to access this service. To register you will need a UK registered mobile phone, your credit or debit card and your allpay payment card.

## Phone

You can use a debit or credit card to pay your rent over the telephone by calling us on **020 7613 8080** or freephone **0800 316 7989**. You should allow three working days for the payment to reach your rent account.

## Post Office

You can use your rent payment card to make payments at any Post Office. You should allow five working days for the payment to appear on your rent account.

## Online banking

You can set up a standing order with your bank or make a payment online. Always remember to quote a reference with your standing orders or bank payments, such as your surname and your 5 digit payment reference. Please contact us if you are unsure about which reference number to use.

### **For Newlon residents use this bank account:**

Barclays Bishopsgate  
Account no: 20937177  
Sort code: 20-77-67

### **For Access Homes residents use this bank account:**

Barclays Bishopsgate  
Account no: 40782157  
Sort code: 20-77-67

## PayPoint

Using your rent card you can make payments at any shop that displays the PayPoint sign.

## Post

You can send a cheque to our Head Office at **Newlon Housing Trust, Newlon House, 4 Daneland Walk, Hale Village, London N17 9FE.**

Cheques should be made payable to Newlon Housing Trust. Be sure to write your name, address and your 5 digit payment reference on the back of the cheque.

Please allow adequate time for the cheque to arrive at our Head Office before your rent is due.

## **What if I can't pay my rent?**

If you are finding it difficult to pay your rent or you are in arrears, please contact us as soon as possible so we can work with you to come to an arrangement to pay your arrears gradually. Newlon has a strict policy on rent and service charge arrears and you could be at risk of losing your home if you fail to pay your rent and do not contact us.

To notify us that you are having problems paying, please contact us on **020 7613 8080** or **0800 316 7989**. You can also email **income@newlon.org.uk**.

Our experience shows that we can help you if you are struggling to pay your rent and accruing rent arrears, by setting up a payment plan with you. Don't feel its too late to contact us to discuss the situation.

## **Where can I get independent help with my debts?**

Our Resident Services team may be able to assist you in getting independent financial advice. You can contact them directly by emailing **financialinclusion@newlon.org.uk**. Alternatively you could ask us to make a referral.

## **Where can I get advice about the welfare benefits?**

The Resident Services team can also provide free advice about benefits such as the bedroom tax, the benefit cap and Universal Credit. They can also arrange for you to speak to an experienced welfare benefits adviser.

For more information email **financialinclusion@newlon.org.uk**.

## Contacting us

If you have any further questions about paying your rent, we will be happy to help. Please contact us in any of the following ways.

Call us on: **020 7613 8080**

Email: **[income@newlon.org.uk](mailto:income@newlon.org.uk)**.

Write to us at:

**Newlon Housing Trust,  
Newlon House  
4 Daneland Walk  
Hale Village  
London  
N17 9FE**

If you would like to visit us in person to discuss an issue with your rent please email **[income@newlon.org.uk](mailto:income@newlon.org.uk)** first so that we can arrange an appointment.

If you would like this information in large print, audio, Braille, or an alternative format, please ask a member of staff.

Newlon Housing Trust  
Newlon House, 4 Daneland Walk,  
Hale Village, London, N17 9FE.  
Tel: 020 7613 8080

Phone calls may be recorded for training and quality purposes.

Newlon Housing Trust is a charitable housing association.

This leaflet was correct at the time of publication. Information does change over time. Please check our publications at [www.newlon.org.uk/publications/leaflets-brochures/](http://www.newlon.org.uk/publications/leaflets-brochures/) for the latest version.

NHT-HS-PAYINGYOURRENT-04/23