

Rent –

How you can pay it



Our commitment

We are committed to setting rent and service charges at a reasonable level. (Service charges cover the cost of the services we provide as your landlord.) We set rent levels using government guidelines, depending on the number of bedrooms in your home, the value of your home and the average wage for the area you live in. Service charge costs are shared among residents who have received the services we provide.

Paying your rent

You are responsible for paying your rent on time. We provide a number of ways for you to pay. You can pay:

- by direct debit;
- by cash, cheque, credit card or debit card where you see the PayPoint or Payzone symbols (including at post offices);
- online – either through our website (www.swan.org.uk) or through www.allpayments.net;
- by phone on **0300 303 2500**;
- by text message (you will need to register with Allpay first – phone **01432 852 499**) ;or

- by sending a cheque to one of our offices. Please contact us for further details.

We understand that sometimes you might find it difficult to pay your rent. If you are having problems, please contact us because we can help you and put you in touch with agencies that can help too, such as your local citizens advice bureau.

How we prevent rent arrears

We will be fair and consistent in the way we deal with arrears (money you owe us) and we will make sure you get the right advice. Our trained staff are able to give you advice on state benefits and provide specialist welfare benefits officers when necessary. We will be fair and consistent in the way we deal with arrears but will take firm action against people who do not pay or do not make arrangements to clear any arrears.

If we need to take legal action against you because you have not paid your rent or kept to an agreement to pay off your arrears, you could lose the legal right to

If you are having problems paying your rent, please phone us straight away on 0300 303 2500.



live in your home and be evicted (forced to move out).

Our rent collection standards

To keep you up to date with what rent you've paid so far in the year, we will:

- send you monthly rent statements; and
- give you four weeks notice in writing if we increase or reduce your rent.

When you ask us for advice about benefits, managing your money, or paying rent arrears, we will:

- offer you a private room at a housing office or housing surgery or visit you at home;
- help you to claim benefits you are entitled to or put you in touch with other agencies who can help you;
- make a reasonable agreement with you to clear your arrears. (If you do not keep to this agreement, we may take legal action against you); and
- provide statements online at www.swan.org.uk.

Our service standards

We have agreed each of our service standards with a group of residents. The service standards tell you what level of service you can expect from us.

We will check regularly to see if we are meeting these service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Rent:

Text: **07950 961811** (start your text with the word LONDONRENT or ESSEXRENT)

You can also contact us through our website at www.swan.org.uk or at:

Head Office

Swan Housing Association
Pilgrim House, High Street,
Billericay, Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association
Cygnet House South, 10
Chrip Street, London E14 6LL.

Available in other formats and languages

English

This information tells you about **rent collection**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

French

Ces informations traitent de **rent collection** (recouvrement des loyers). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

Polish

Niniejsze informacje dotyczą tematu **rent collection** („Pobieranie czynszu”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **rent collection** (“Soo Uruurinta Kirada”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

Bengali

এই তথ্যে আপনাকে **rent collection** (ভাড়া সংগ্রহ) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500**-এ যোগাযোগ করুন

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **rent collection** (ਕਿਰਾਇਆ ਇਕੱਠਾ ਕਰਨਾ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਸੰਪਰਕ ਕਰੋ

Arabic

تشير هذه المعلومات إلى **rent collection** (“جمع الإيجار”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

Urdu

یہ معلومات آپ کو **rent collection** (“کرایے کی وصولی”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

