

# Your rent

## Ways to pay



This leaflet is a general guide to ways you can pay your rent, other charges you may have and Universal Credit.



## Ways to pay

We have many simple ways for you to pay rent:



**Direct Debit:** Simply set up a Direct Debit to pay directly from your bank or building society account. Payment is over 11 months (Apr-Feb) collected on any one of these dates: 1st, 8th, 15th or 22nd of the month.



**Online:** Make payments via our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)



**Allpay App:** Pay using the free Allpay app which is available on Apple, Android and Windows smart phones [www.allpay.net/app](http://www.allpay.net/app)



**Other ways to pay:** You can also pay your rent with a recurring card payment, via our 24 hour debit & credit card payment line, or at the Post Office or a Paypoint using your rent payment card. See our website for more information on these options.



## When do I need to pay my rent?

Your rent is due each Monday in advance. If you have a monthly tenancy your rent is due in advance on the 1st of each month.

If your housing benefit is paid direct to North Devon Homes this is paid 4 weekly in arrears. You may also need to make payments to make sure your rent is paid on time. If you would like a rent statement please get in touch with our income team.

## If you have difficulties paying your rent

If you are on a low income you may be able to claim help with your rent. Visit [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit) or call North Devon Council on **01271 388877**.

If you are struggling to pay your rent please contact us as soon as possible on **01271 312500** so we can help.

Why not try an online benefits calculator to see what you could be entitled to: [www.entitledto.co.uk](http://www.entitledto.co.uk) or [www.turn2us.org.uk](http://www.turn2us.org.uk).

If your circumstances change you must notify the Department of Work and Pensions (Universal Credit) or North Devon Council (Housing Benefit).

## What happens if I miss a rent payment?

Rent arrears are taken very seriously. If you miss a payment you must contact us to make arrangements to pay the rent you owe. Your home is at risk.

## Money Matters free advice service

If you're having difficulty paying your rent you can use our 'Money Matters' service for free, confidential advice and support.

Our work can help you to maximise income and reduce your outgoings, which can result in you having more money in your pocket. We can offer support with:

- Helping you deal with debts
- Benefit applications
- Budgeting help
- Benefit checks

If you feel you could benefit from this service, call us for an appointment on **01271 312500**.



Don't borrow money to pay off your debts as some loans can come with high interest rates putting you further into debt.

## Service charges

In addition to your rent you may have a service charge payable for your home. This usually applies to customers living in homes with communal areas.

The service charge covers services like: communal lighting, maintenance of communal gardens, nearby grassed areas, and the cleaning of communal areas. You will be advised of the cost of any service charge when you accept your tenancy.

## Key phone numbers for support:

Citizens Advice Bureau 01271 377077

Stepchange 0800 138 1111

National Debtline 0808 808 4000



Need  
help?

Phone us: 01271 312500

Email us: [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk)

Complete our on-line forms via our website:  
[www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)

Follow us on Facebook or tweet us:  
@NorthDevonHomes

Emergency Out of Hours Service:  
Freephone: 0800 917 0619



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