

Translation services. This document is also available in other languages, large print and audio format on request.

Arabic

هذا المستند متوفر بلغات أخرى، ويطباعة كبيرة، وبطريقة برايل للمكفوفين، وبتنسيق صوتي وذلك عند الطلب من مكتبك المحلي.

Bengali

আপনার স্থানীয় অফিস থেকে অনুরোধ করলে এই ডকুমেন্টটি অন্য ভাষায়, বড় প্রিন্টে, রেইলিতে এবং অডিও ফরম্যাটে পাওয়া যাবে।

French

Ce document est disponible dans d'autres langues, en gros caractères, en Braille et en format audio sur demande auprès de votre bureau local.

Polish

Na życzenie, niniejszy dokument dostępny jest w lokalnym biurze w innych językach, wydrukowany dużą czcionką, pisany językiem Brajla lub w wersji dźwiękowej.

Portuguese

Este documento encontra-se disponível em outros idiomas, em letras aumentadas, em Braille e em formato áudio no seu gabinete local.

Punjabi

ਤੁਹਾਡੇ ਸਥਾਨਕ ਆਫਿਸ ਦੁਆਰਾ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਅਤੇ ਸੁਣ ਜਾ ਸਕਣ ਵਾਲੇ ਰੂਪਾਂਤਰ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

Somali

Dokumentigaan waxaa lagu hell karaa luqado kale, daabacad far waa-weyn, farta indhoolaha Braille iyo hab la dhegaysan karo markii aad ka soo codsato xafiiska xaafaddaada.

Tamil

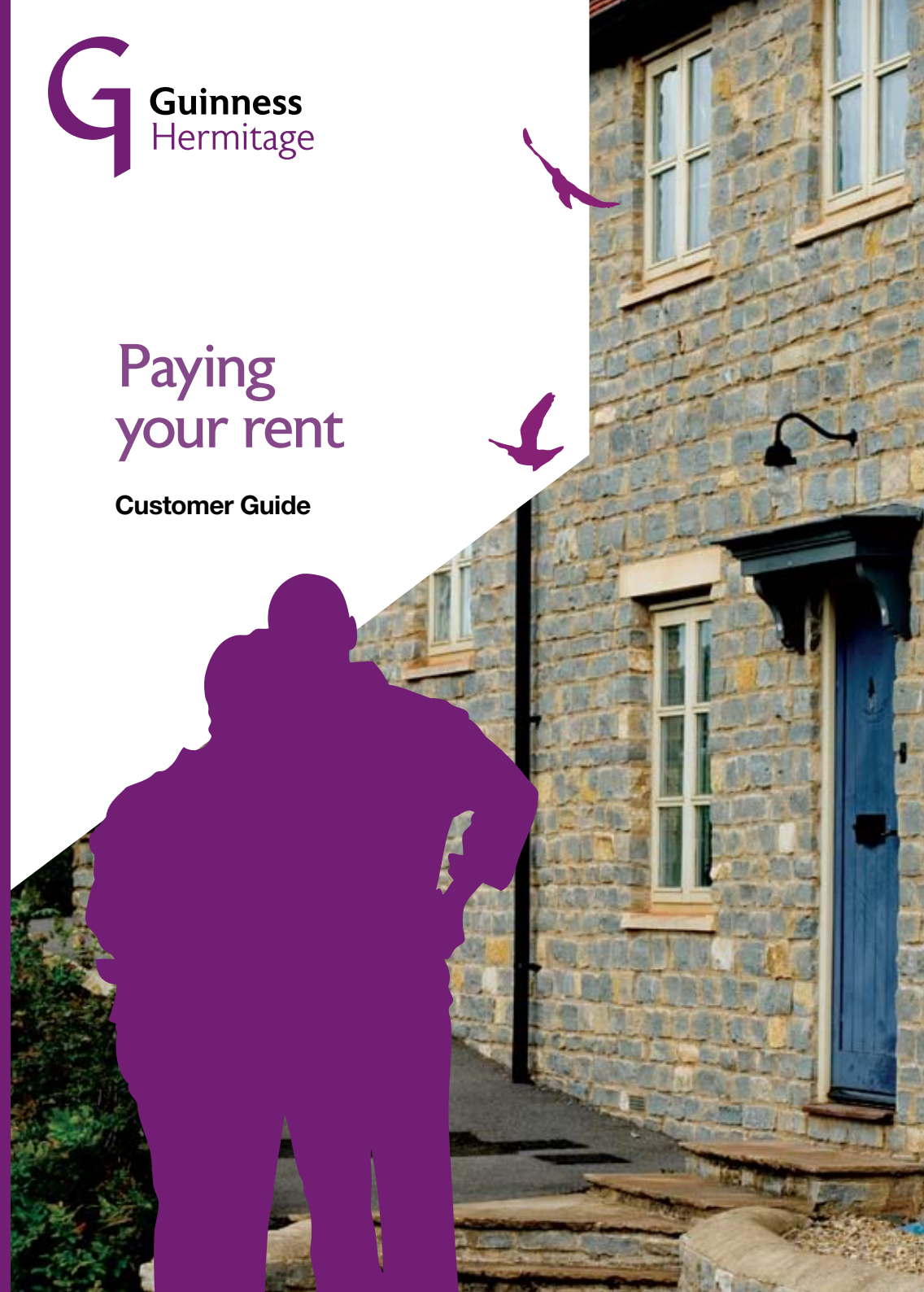
தங்கள் உள்ளூர் அலுவலகத்தின் வேண்டுகோளுக்கிணங்க, மற்ற மொழிகளிலும், பெரிய அச்சு, பிரெய்ல் மற்றும் ஒலி வடிவங்களில், இந்த ஆவணம் கிடைக்கிறது.

Urdu

یہ دستاویز دیگر زبانوں، بڑی چھپائی، بریل اور صوتی شکل میں اپنے مقامی دفتر سے درخواست کر کے حاصل کی جاسکتی ہے۔

Paying your rent

Customer Guide



Paying your rent. We want to make it as easy as possible to pay your rent.

We do this by offering a number of different ways to pay so that you can choose the best and most convenient to you.

You can make payments to us by any of the following methods:

- At any Post Office by cash, cheque or debit card.
- At any PayPoint outlet located in shops and service stations around the country by cash.
- At any outlet that displays the PAYzone sign by cash or debit card.
- By Direct Debit (please ask for our leaflet and application form).
- Over the Internet at **www.allpayments.net/allpayments/**
- By text (please contact us and we can show you how to set up this facility); or
- At Guinness Hermitage's office in East Street, Havant by cash, cheque or debit card.



How can I pay my rent / service charge? All rents and service charges are due weekly in advance. If you wish to pay monthly you will need to pay one month in advance. You can make payments by the following methods:

Direct Debit / standing order

If you have a bank or building society account you can pay by Direct Debit, fortnightly or monthly. You need to complete a Direct Debit form and return it to us. You can download the form via our website or request a copy from our customer services team.

Pay online

Using your existing payment card you can now make payments through PayPoint and PAYzone outlets, which are located in local shops and garages throughout the country.

Visit www.allpay.net for your nearest payment outlet.

Swipe card

Any local outlet that displays the PAYzone sign will accept your card - a swipe card will be given to you at the start of your tenancy. If you need a replacement card please contact the customer service team.

Debit card payments

If you have a swipe card you can pay your rent by debit card during working hours by contacting our local office.

By text

You will need to have a swipe card to be able to register for this service. Register your details on the Allpay website. Payments can be made at any time and from any location, the whole process is completely secure.

In person

Pay your rent in person by cash, cheque or debit card at any Post Office or at any PayPoint outlet which you will find in shops and service stations around the country.



By post (cheques only)

If you pay by post you should send your cheque payable to Guinness Hermitage, with your name, property address and resident account number to your local office.

How can I find out how much rent I owe?

You will receive a rent statement from us four times a year which will tell you how much rent you owe.

If you would like a copy of your rent statement then please contact your housing officer or one of our customer services officers.

Making ends meet. At Guinness Hermitage we understand that there are times when it is difficult to make ends meet.

Housing Benefits

If you think you may qualify for housing benefit, you will usually be on a low income and may be claiming benefits such as job seekers allowance, state pension or working family tax credit. The amount of benefit you get paid depends on your income and savings.

Visit www.entitledto.co.uk to find out if you qualify.

Making ends meet

If you are worried about paying your rent, rent arrears, or other money problems please come and talk to us in confidence. Our customer service staff can provide advice on welfare benefits and our tenancy welfare co-ordinator specialises in money, debt advice and welfare benefits problems.

We understand some people prefer not to share their financial difficulties with other agencies and organisations, we therefore provide debt self help packs which can be picked up from your local office.



If you would like any help or advice about anything contained within this leaflet please contact your local office below:

Guinness Hermitage
33 East Street
Havant
Hampshire PO9 1AA

Tel: 023 9279 4500

Guinness Hermitage
Ground Floor
Hillfields House
Matford Court
Sigford Road
Exeter EX2 8NL

Tel: 01392 822900

Guinness Hermitage
Building C
Estune Business Park
Wild Country Lane
Long Ashton
Bristol BS41 9AF

Tel: 01275 395744
or 01275 395741 (administration team); or alternatively you can contact you housing officer.

Guinness Hermitage
Envoy House
61 Longbridge Road
Plymouth PL6 8LU

Tel: 0845 603 7836

Guinness Hermitage
Unit 5, Woodstock Court
Marlborough Business Park
Salisbury Road
Marlborough
Wiltshire SN8 4AE

Tel: 0845 603 3894

Guinness Hermitage
Boyd Court
Bracknell RG42 1PY

Tel: 0845 602 2585
for Basingstoke, Berkshire
and Oxfordshire.

www.guinnesshermitage.co.uk



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