

How to pay rent



**This page explains how you can pay your rent.
All tenants must pay rent in full and on time.
You should pay your rent every week, but
you can also pay fortnightly or monthly,
as long as you pay in advance.**

Swipe Card

You can pay by cash or cheque at any British Post Office anywhere in the world, using your Swipe card. If you would like a swipe card, contact us on 01438 242666 and we will send you one.

By Phone (using credit or debit card)

You can pay over the phone by calling 01438 242666. You will need: a credit or debit card, your 9-digit payment reference number, and the amount you wish to pay. Payments usually take 3 or 4 working days to come through, so you should make payments on a Monday for rent due that week.

Direct Debit

If you wish to pay by direct debit, please contact the Customer Service Centre on 01438 242666. We will send you a form, which you should fill in and return to us. We take direct debits on the 1st of the month, in advance for that month.

Housing Benefit

If you have a limited income, you may be entitled to Housing Benefit to help pay some of your rent. Please call Stevenage Borough Council Benefits Service on 01438 242242.



Standing Order

You can ask your bank to make Standing order payments weekly, fortnightly, three weekly, four weekly or monthly. To do this, you can get a form from Stevenage Homes, or you can arrange it directly with your bank. You will need to give them our bank details:

Address: HSBC Bank plc
Town Centre Branch
Danestrete
Stevenage
Herts
SG1 1BY

Account name: Stevenage Borough Council

Sort Code: 40-43-36

Account number: 11549200

You will also need your 9-digit payment reference number

Home Banking

To do this, contact your bank or building society. You will need Stevenage Borough Council's bank account number (11549200), the sort code (40-43-36) and your 9-digit payment reference number

Internet (Debit card only)

You can make payments online using a debit card via www.stevenagehomes.org.uk or you can log onto www.billpay.co.uk and follow the instructions. Payments take several days to come through, so you need to pay at least a week in advance.



Translation Facilities

We can make published information available in different languages, Braille and large print upon request. We also have interpreting facilities for people who do not speak English. Telephone 01438 242666 or Textphone 01438 242150 for information.

আমরা মুদ্রিত তথ্যাবলী প্রকাশ করতে পারি যা অনুরোধক্রমে বিভিন্ন ভাষায়, ব্রেইলে এবং বড় প্রিন্টে পাওয়া যাবে। যারা ইংরেজী বলেন না তাদের জন্য আমাদের অনুবাদকের সুবিধাও রয়েছে। তাদের জন্য ফোন নম্বর 01438 242242 বা টেক্সটফোন নম্বর 01438 242150।

我们可以应需求，以各种不同的语言，布莱叶盲文以及大字体格式来制作出版资料。我们还可以为那些不会说英语的人士提供便利的口译服务。请致电 01438 242666 或拨打文本电话 01438 242150 来获取相关信息。

विनंती मुजबूत प्रकाशित घुबेल माडिती अमे जुदी जुदी भाषां, ब्रेलमां अने मोटा अक्षरना मुद्रणमां उपलब्ध करायी शक्यो छीअे. अंग्रेज भाषा न बोखनार लोको माटे अभाती पासो दुभाषियानी सेवा पद्यो छे. माडिती माटे फोन करो 01438 242666 अथवा टेक्स्टफोन 01438 242150.

अनुरोध करने पर हम प्रकाशित जानकारी को विभिन्न भाषाओं, ब्रेल और बड़े अक्षरों में उपलब्ध करा सकते हैं। हमारे पास अंग्रेजी न बोलने वाले व्यक्तियों के लिए दुभाषिया की सुविधा भी है। जानकारी के लिए 01438 242666 पर टेलीफोन करें या 01438 242150 पर टेक्स्टफोन पर बात करें।

आमीं घेनती कीते जात ते, दंडे दंडे डाभादां, घरेल लिपी अते दंडे टिटां टिच टुपलघप सूचना ह्यदा सकते हां। साते बेल टुघनं लेकं दासते दुभाषीअं सुटिपादां ही रन सिचते कि अंगरेजी नगीं घेलते। जातकची लैत लछी 01438 242666 ते डेन करे जां 01438 242150 ते अंधाडेटे दी दवरते करे।

ہم درخواست کرنے پر مختلف زبانوں، بریل، اورچھاپے کے جلی حروفوں میں شائع شدہ مواد فراہم کر سکتے ہیں۔ ہمارے پاس انگریزی نہ بولنے والے افراد کے لئے ترجمانی کی سہولت بھی موجود ہے۔ معلومات کے لئے ٹیلیفون 01438 242666 یا ٹیکسٹ فون 01438 242150 پر بات کریں۔

*For more information about how to pay your rent
Please contact Customer Services on 01438 242666*

*If you would like to comment on anything in this leaflet
please contact your Tenant Participation Team on 01438 242666*

www.stevenagehomes.org.uk

