



staffordshire  
HOUSING ASSOCIATION

# How to pay your rent



We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተረጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሳችን እባክዎን ይጠይቁ።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’  
ARABIC

BENGALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمہدہہتوانین ہاندئ زانیاری تر وەرگیرینہوسەر زمانہکاتی تریش. تکایہبۆ دەستہبہہکردنی زانیاری زۆرتەر، پەڕیوئندیمان پێوہبکەن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

‘ብኻልእ ቋንቋታት ዝተተርጎሙ ገለ ሓበሬታ ክህልዎና ክእለና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ሓበሬታ ንምርካብ ድማ ብኻብረትኩም ሕተቱና።’

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:



Large print

Audio CD

Braille

Other languages

We offer lots of different ways to pay your rent, so you can choose the one that best suits you.

### Direct debit.

This is a regular payment from your bank account direct to us. Once the direct debit is set up, we will collect your rent and change your payment if your rent changes.

### Rent payment (swipe) card.

You can pay with your payment card at the post office or at one of the many shops with the payzone or paypoint sign. If you don't have a payment card, give our rent team a call and they will get one for you.

### Housing benefit.

If you already receive benefits or are on a low income you may be entitled to claim housing benefit from your local council. You can request that your housing benefit payments are sent straight to us. If you need help completing a housing benefit claim form please contact us.

### Cheque or postal order.

Please make these payable to Staffordshire Housing Association Limited. Write your name and the address of the property the rent is for on the back of the cheque. If you don't, we won't know that you've paid and your account won't get credited.

### Cash.

You can pay in cash at our office from 8.30 am to 5.30 pm from Monday to Friday. Please make sure you get a receipt.

### Telephone payment by debit or credit card.

You can pay by phone with your debit or credit card if you've got a rent payment card. If you don't have a rent payment card and would like one, call our rent team and they will order one for you. To pay your rent by debit or credit card, call 0870 243 6040 and have your rent payment card, and your debit or credit card ready.

### Paying online.

Pay your rent online using your debit or credit card and your rent

payment card. Visit our website at [www.staffshousing.org.uk](http://www.staffshousing.org.uk) and follow the instructions. You will be taken to [www.allpay.net](http://www.allpay.net) who host this service for us.

### Having difficulty paying your rent?

If you are having difficulty paying your rent, please call 01782 744533 and ask to speak to our rent payments department straight away. We will do all we can to help you, and together we can try to work out an affordable way for you to manage while you are having financial difficulties. We can advise you about any benefits you may be able to claim.

If you do not contact us and your account goes into arrears, we may begin legal action to recover the outstanding debt. If you do not make an arrangement that clears the debt it could eventually result in you losing your home.

We would much rather work out a way to keep you in your home, so please do get in touch if you get into difficulties.

# How to contact us

### Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

### Email.

[mailbox@staffshousing.org.uk](mailto:mailbox@staffshousing.org.uk)

### Address.

Staffordshire Housing Association  
308 London Road  
Stoke on Trent  
ST4 5AB

### Website.

[www.staffshousing.org.uk](http://www.staffshousing.org.uk)

### Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.