

How to pay your rent



There is a range of convenient ways that you can pay your rent. You can pay your rent in any of the following ways:

● **Direct Debit:** Payments are taken directly from your bank or building society account. Call **0114 2900 200** and ask for a form to set up a direct debit or download a form from our website at **www.SYHA.co.uk**

● **Post Office:** You can make cash or cheque payments at any post office. You will need to use your swipe card. Cheques need to be made payable to 'Post Office Limited'. You can find out where your nearest post office is by calling the Post Office Helpline on **08457 223 344** or visiting their website **www.postoffice.co.uk**

● **Paypoint:** You can make cash payments at any of the 10,000 outlets in shops and garages in this network. Outlets display the yellow Paypoint sign. You will need to use your swipe card.

● **Internet:** You can make online payments by visiting **www.allpay.net** and clicking on 'make a payment'. You will need to enter the 19 digit number on your swipe card and you will also need your debit/bank card.

● **Telephone:** You can make payments over the phone by calling **0870 7700 472**. You will need your 19 digit number from your swipe card and you will also need your debit/bank card.

● **By post:** You can send personal and housing benefit cheques to us through the post. Cheques need to be made payable to South Yorkshire Housing Association Ltd. Write on the back of your cheque your name, address and tenant reference number (which you will find on your statement).

How do I get a swipe card?

You will have received a swipe card from us during signing for your tenancy. If you did not receive a swipe card or if you have lost it please contact us to provide a new one.

What is a rent statement?

We automatically send you a rent statement every three months, although you can contact us at anytime for a rent statement or to ask for the balance on your rent account.