

Paying Rent

Your Guide to paying rent

It's important you pay your rent on time. Wandle relies on this income to pay for the maintenance of your home and for the other services we provide.

Rent due dates

Rent is payable weekly, fortnightly or monthly in advance, according to the terms of your tenancy agreement. If you pay weekly or fortnightly please pay on a Monday. If you pay monthly then you will need to pay on the 1st of the month.

Rent arrears

If you are having (or anticipate having) problems paying your rent, always contact a member of your Local Area Team immediately so we can help you. If you allow rent arrears to build up and don't speak to us about repayment options, we may need to take legal action that could result in the loss of your home. Wandle are here to help and we are always happy to talk about your account.

If you are struggling with managing your finances and would like free independent advice or support we have two money advice services available to all residents:

Money Advice Community Support – a telephone based service. Call 01323 635 999

Staying First – a face to face service (appointments available as home visits, at our office or in community hubs in your area). Call 0208 996 6650

Alternatively we will happily make a referral to either of them on your behalf.

Paying your rent

Shops

With your Wandle rent card, you can pay at any shop with a PayPoint, Post Office or Allpay sign.



For a list of all the Pay Point outlets, go to our website www.wandle.com and click on the left hand link of the Homepage called 'Pay My Rent'





Direct Debit or Standing Order

To set up a direct debit please contact your Local Area Team (contact details over the page)

Using Internet banking (payment online)

- Please quote Sort Code: 300009
- Quote bank Account : 02900208
- Please ensure you quote the reference number on your payment card

Telephone

You can call Wandle with your debit/credit card details on **0844 557 832**

- This service is available 24 hours per day, seven days a week and is provided by Allpay
- Please ensure you quote the reference number on your payment card

Alternatively you can pay on-line at: www.allpayments.net and select 'make a payment'

Post

You can pay by sending a cheque to our Freepost address:

Wandle

**FREEPOST SW1877
London SW17 9BR**

- Please make cheques payable to **Wandle HA**
- Write your **tenancy number** and **address** on the back.
- Please make a note on your cheque of whether your payment is for rent or other charges.

If you lose your AllPay rent card please call your Local Area Team and we will issue you a new one.

Housing benefit and Welfare Reform

If you are unemployed or on a low income you may be entitled to financial help to pay your rent. To make sure you are getting what you are entitled to, contact your local benefits office, Job Centre or Citizen Advice Bureau. You can also check your entitlement by logging on to www.entitledto.co.uk.

Even if you receive housing benefit you must pay your full rent in advance. This is also the case if part of your rent is paid by housing benefit. If your family is struggling due to recent changes in benefits ('bedroom tax' or 'benefit cap'), please speak to a member of your Local Area Team. We'll ensure you get the right advice and support.

Lambeth and Southwark
lambethandsouthwark@wandle.com
0300 2000 112

Wandsworth
wandsworth@wandle.com
0300 2000 113

Croydon, Lewisham and Bromley
croydon@wandle.com
0300 2000 114

Merton, Kingston and Sutton
merton@wandle.com
0300 2000 115

