

Paying Rent



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North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

What you need to know

- Your rent is the money that pays for the services you receive. It is based on the type and size of property you live in. For some homes it includes service charges.
- You will receive a letter when you first move in detailing what your first charge is and when it is due along with a plastic payment card. The bar code on this card holds your name, address and rent account reference number. It ensures that any money you pay at your Area Housing Office, Post Office or PayPoint/Payzone outlet will reach your rent account. It is not a credit card and has no monetary value. Payments can be made by cash, cheque or credit/debit card.
- It is important that you pay your rent on time. If you are having financial difficulties, you must speak to us immediately. We will give you as much help and advice as we can to help you sort out the problem before it gets out of hand.
- We can make you leave your home if you don't make an effort to pay your rent. We will take action through the courts against tenants who do not pay their rent.
- We review rent levels once a year when we have consulted tenants. If your rent goes up, we will tell you at least four weeks before the new amount is first due to be paid.

Ways you can pay your rent

Whichever way you pay your rent, you are responsible for making sure your payments reach us on time.

You can pay:

- At your Area Housing Office. You can pay in cash, by cheque, or by credit or debit card. You should take your plastic payment card with you.
- By Direct Debit. If you would like further information on this payment method please telephone our Direct Debit hotline on (01294) 324603.
- Interactive Voice Response. (0845) 6030593 (24-hour) payment will be accepted. Details are entered using a touch-tone telephone and by response you will be given a verbal receipt number.

You are responsible
for making sure that
your payments reach
us on time.



- Internet Payments via the 'Online Services' option on the North Ayrshire Council website.
- Telephoning your Area Housing Office or Housing Headquarters and using your credit/debit card.
- By post to your Area Housing Office.
- By Banker's standing order. If you would like further information on this payment method please contact your Area Housing Office.

If you get behind with payments

Anyone can have money trouble from time to time. If you are having difficulty paying your rent, you must let us know immediately. We will do our best to help you.

If you know you have a problem paying your rent, or you have received a letter from us about your rent, you should contact your Area Housing Office immediately. We will show you an up-to-date statement of your recent rent payments, discuss your debt with you and give you advice, including how to apply for benefits.

We may refer you to our Debt Advice Service or put you in touch with other organisations that can give you specialist advice.

If you are not able to pay the amount you owe in full, we can enter into an arrangement with you about how you will pay it off gradually. This will involve paying an extra amount as well as your rent over a period of time until you have paid off the debt.

If you refuse to make payments, or fail to keep an arrangement, we may be forced to take court action. This could result in you losing your home.

Keeping track of payments

Each time you make a payment at one of our offices or at a post office you will be given a receipt. Always check that your receipt is correct before you leave.

If you pay by direct debit or standing order, the payment will show on your bank statement. You can ask for a rent statement at any time at your Area Housing Office.

If you are having difficulty paying your rent, you must let us know immediately.



Useful Contact Numbers

Area Housing Offices

Beith and Dalry Housing Office

01294 835355 / dalryhousing@north-ayrshire.gov.uk

Irvine Housing Office

01294 310150 / irvinehousing@north-ayrshire.gov.uk

Kilbirnie Housing Office

01505 685177 / kilbirniehousing@north-ayrshire.gov.uk

Kilwinning Housing Office

01294 552261 / kilwinninghousing@north-ayrshire.gov.uk

Largs Housing Office

01475 687590 / largshousing@north-ayrshire.gov.uk

Housing Benefit Service

01294 310000

Three Towns Housing Office

01294 310005 / threetownshousing@north-ayrshire.gov.uk



Advice and Information

Money Matters

01294 310456

North Ayrshire Citizens Advice Service

01294 608142

Job Centre Plus

New Benefit Claim / 0800 055 6688

Find a job / 0845 6060 234

Community Housing Advice Project (CHAP)

01294 475636

Tenancy Support

01294 310650

In Court Advisor

01563 549367

Contact North Ayrshire Council on
01294 310000

www.north-ayrshire.gov.uk



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該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供其他語言版本。

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

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