

## Get in touch



Call us on **01235 515900** or freephone **0800 014 15 45**

Monday	8.30am - 5.00pm
Tuesday	8.30am - 5.00pm
Wednesday	8.00am - 6.30pm
Thursday	8.30am - 5.00pm
Friday	8.30am - 5.00pm
Saturday	9.30am - 12.30pm (office not open)

Or visit our **cash office** at Royal Scot House

Monday 9.00am - 4.00pm

We are closed on bank holiday Mondays; the cash office will be open on Tuesday of those weeks instead.



## Soha Housing

Royal Scot House • 99 Station Road  
Didcot • Oxfordshire • OX11 7NN  
housing@soha.co.uk • www.soha.co.uk

Soha Housing is registered with the Homes & Communities Agency (No. L4130) and is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014 (No. 28410R).



## How to make a payment



Useful information on paying your rent and service charges

[www.soha.co.uk](http://www.soha.co.uk)



## By Direct Debit

The simplest way to pay your rent. If you pay by DD, your rent will be collected monthly in 12 equal payments. You can choose for your payment to be collected on the 1st, 8th, 15th or 24th of the month.

To set up a Direct Debit, speak to our Customer Services team.

## Using your allpay rent payment card

Ask us for a rent payment card and you'll be able to pay at any **Post Office** or **PayPoint** by cash, cheque or debit card. Your payment will appear on your account the next working day.

You can also use your rent payment card to pay by phone with your debit card. Call free on **0800 014 15 45** and select the option to go through to the allpay payment line.

If you'd like to pay outside of working hours, you can call allpay directly on **0844 557 83 21**.



## Via online or telephone banking

To set up payments online or via telephone with your bank, you'll need the following information:

Account name: **Soha Housing Limited**

Sort code: **20-00-00**

Account number: **83987574**

Please quote your tenancy reference (which can be found on your rent statement) so we can credit your payment correctly.



## On our website

Check your statement and pay your rent via debit card at

[www.soha.co.uk/my-account](http://www.soha.co.uk/my-account)

You can use your PC, tablet or smartphone. You can also report repairs, neighbourhood problems and anti-social behaviour on the site.

If you've not yet claimed your online account, call our customer services team who will arrange for the information you need to be posted to you.



## By post

Cheques should be made payable to **Soha Housing Limited** and sent to:

Soha Housing  
Royal Scot House  
99 Station Road  
Didcot OX11 7NN

Please write your address and/or account number on the back of the cheque so we can credit your payment correctly. It may take up to seven working days for your bank to clear your cheque.



## In person at our cash office

You can pay by cash, cheque or debit card at our cash office in Royal Scot House.

Cash office opening hours are:

Monday: 9.00am - 4.00pm

Tuesday: 9.00am - 4.00pm (on Tuesdays after a Bank Holiday Monday only)

