



Paying my rent

Payment schedule 2017-2018



When should I pay my rent?

Your rent must be paid weekly in advance and is due every Monday. There are no rent free weeks; all rents were adjusted in 2014 to spread the cost evenly over 52 weeks.

If you pay by Direct Debit your payments will be taken automatically on the date arranged (or the following working day).

How much should I pay?

The amount you should pay is shown on your rent agreement or your most recent rent notice. An updated rent notice will be posted to you every year in March.

If you receive Housing Benefit you'll get a letter from the Council telling you how much you're entitled to.

Use the table below to help you work out how much you need to pay.

	Example			
Weekly rent (including water and service charges)	£100.00	£	£	£
Minus your weekly Housing Benefit	£50.25	£	£	£
Amount due each Monday	£49.75	£	£	£

If you have any questions regarding your rent please get in touch. You can email housing@soha.co.uk or call our customer services team on 01235 515900 or free on 0800 014 1545.

This booklet is not your rent card. Receipts will be issued separately and should be kept in a safe place.

Week	Rent due	Date paid	Amount paid
1	03.04.17		
2	10.04.17		
3	17.04.17		
4	24.04.17		
5	01.05.17		
6	08.05.17		
7	15.05.17		
8	22.05.17		
9	29.05.17		
10	05.06.17		
11	12.06.17		
12	19.06.17		
13	26.06.17		
14	03.07.17		
15	10.07.17		
16	17.07.17		
17	24.07.17		
18	31.07.17		
19	07.08.17		
20	14.08.17		
21	21.08.17		
22	28.08.17		
23	04.09.17		
24	11.09.17		
25	18.09.17		
26	25.09.17		

Week	Rent due	Date paid	Amount paid
27	02.10.17		
28	09.10.17		
29	16.10.17		
30	23.10.17		
31	30.10.17		
32	06.11.17		
33	13.11.17		
34	20.11.17		
35	27.11.17		
36	04.12.17		
37	11.12.17		
38	18.12.17		
39	25.12.17		
40	01.01.18		
41	08.01.18		
42	15.01.18		
43	22.01.18		
44	29.01.18		
45	05.02.18		
46	12.02.18		
47	19.02.18		
48	26.02.18		
49	05.03.18		
50	12.03.18		
51	19.03.18		
52	26.03.18		

How to pay

Direct Debit is 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.



Ask us for an **allpay 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**.

When **paying by post**, cheques should be made payable to **Soha Housing Limited** and sent to the address below.

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.

Check your statement and pay your rent via debit card **on our website** at

www.soha.co.uk/my-account

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.



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



Soha Housing

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