

Please read this factsheet carefully and decide which way you will use to make your rental payments.

Paying your rent

We charge rent weekly. You can choose to pay weekly, fortnightly, four weekly or monthly but you must always pay in advance. Each year, in April, everyone will receive a new rental charge.

Setting up a direct debit

It's free, quick and easy to set up a direct debit to pay your rent. You can set one up from a current bank or building society account.

- Choose which of these four dates suits you best: 1st, 8th, 15th or 22nd of each month.
- We'll confirm in writing when your direct debit will start and when there are any changes to payments.
- We'll also let the bank know when your rent changes each April. Paying by direct debit is worry free.
- You can set one up over the phone or using the form in your Welcome Pack which can also be downloaded from: www.york.gov.uk/CouncilHousing/Rents

Online

- Visit www.york.gov.uk/PayRent, select the relevant payment option (this is your rent reference number starting either 60 or 19), and follow the instructions.

By phone

- Call our automated phone line 01904 551557 to pay with your debit card.
- Call us on 01904 551550 and ask to speak to a Housing Rent Account Monitor.
- Remember your payment reference number!

At the bank

- You can set up a standing order from your bank account but you'll need to remember to change it every April when your rent increases or if your payments change.
- At HSBC you can also pay cash into the council's General Account:

Account Number: 70897558

Sort Code 40-47-31

- Remember to include your payment reference number.

By smartphone

- Download the free 'allpay' app.

Allpay swipe card

- You can use your allpay card to pay by cash, debit card or cheque at any Post Office, shop or garage showing the paypoint sign.
- Keep your receipt as proof of payment. If you lose your card, you can apply for a replacement free of charge by contacting Housing Services.

By post

- Make cheques payable to:

City of York Council

- Write your payment reference number on the back.
- Seal it in an envelope and post it to:

**Financial Transactions Office,
West Offices,
Station Rise,
York YO1 6GA**

Telephone: 01904 551550
Website: www.york.gov.uk/Housing
Address: Housing Services
West Offices
Station Rise
York YO1 6GA

This information can be provided in your own language.

Informacje te mogą być przekazywane w języku ojczystym.
Polish

Bu bilgi kendi dilinizde almanız mümkündür.
Turkish

此信息可以在您自己的语言。
Chinese (Simplified)

此資訊可以提供您自己的語言。
Chinese (Traditional)

Large print, CD and other formats available on request