

How To Pay Rent

You can pay your rent:

- Using your swipe card anywhere displaying a Paypoint / Payzone sign
- At any Post Office
- By Standing Order / Direct Debit
- Using your swipe card at the Associations office or over the phone.
- The AllPay app
- Visiting www.allpayments.net
- Calling AllPay on 0844 557 8321

REMEMBER IT IS YOUR RESPONSIBILITY TO ENSURE THAT DUE RENT IS PAID ON TIME NO MATTER WHETHER IT IS THROUGH HOUSING BENEFIT OR OTHER PAYMENT METHODS

Useful Numbers

Housing Benefit

0141-287-5050

Greater Easterhouse Money Advice Project

0141-773-5850

Easterhouse Citizens Advice Bureau

0141-771-2328

Easterhouse Credit Union

0141-771-0004

**Lochfield Park Housing
Association Ltd.**



37 Drumlanrig Avenue
Easterhouse
Glasgow
G34 0JF
Phone: 0141-771-2228
Fax: 0141-773-0015
E-mail: info@lochfield.co.uk
web: www.scottishhousingconnections.org/lochfield-park-housing-association

Emergency No: 0800 595 595
Gas Central Heating : 0800 595 595

OFFICE OPENING HOURS

	MORNING	AFTERNOON
Monday	9.30am—12.30pm	1.30pm—4.30pm
Tuesday	9.30am—12.30pm	1.30pm—4.30pm
Wednesday	CLOSED	1.00pm—4.30pm
Thursday	9.30am—12.30pm	1.30pm—4.30pm
Friday	9.30am—12.30pm	1.00pm—4.00pm

Registered under the Co-operative and Community Benefit Societies Act 2014.

Registered with the Financial Conduct Authority
No 2444R(S)

The Scottish Housing Regulator Reg No HAC268

Scottish Charity No SC037694

Help us build it



Help us keep it!

**Lochfield Park
Housing Association**



Paying Your Rent

This leaflet can be translated, on request into other community languages.

For people with visual impairment, large print or Braille versions can also be provided.

Lochfield Park Housing Associations aim is to contribute to the regeneration of the Lochend area of Easterhouse through the provision of good quality well managed housing. The Association is run by a Management Committee made up of tenants and residents from the local area.

The Association owns approximately 505 properties for rent and has 20 sharing owners. Housing mix is varied with properties for general needs, ambulant disabled and supported housing.

The Association has levered in over £20m of housing investment to contribute to the regeneration of the area. To continue to be successful it is vital that the Co-operative collects enough rental income to cover its running costs which include:

- Property Management (including staff costs)
- Maintenance (including cyclical and reactive repairs)
- Loan finance (to provide new housing)
- Long-Term Viability – We set aside money each year to ensure the viability of the housing stock in the long-term.

If the Association does not collect enough rental income then these services cannot be provided.

It is vital therefore that tenants and are committed to paying their rent fully and on time.

Your Rent

Your rent is due monthly, in advance, on or before the 28th of each month however you can make as many payments as you wish i.e. weekly, fortnightly.

How is my rent decided?

Rents are calculated according to the Rent Setting Policy of the Association. A points system is used whereby the higher the quality and amenity level of the property then this is reflected in the rent charged.

The principle is to try and achieve fairness and equity across the housing stock. We aim to ensure that those in the best houses are charged an appropriate rent when compared to tenants in smaller, or older properties without the same amenities.

Examples of our current rents are:

2-Apartment	-	£287.05 per month
3-Apartment	-	£303.57 per month
4-Apartment	-	£319.69 per month
5-Apartment +	-	£368.91 per month

Affordability and Comparability

We try to ensure rents are not too expensive for tenants to afford and we compare our rents with other similar Registered Social Landlords in the area.

Annual Review/Tenant Consultation

All rents are reviewed by the Management committee of the Association in November each year. Before deciding on the increase for the following year the committee will consult you to obtain your view on the current rent level and any proposed increase.

When the rent increase has been decided and approved by the Management Committee all of our tenants are given at least 4 weeks notice in writing of their new rent. The effective date for our rent increase is 1 April each year.

You will also receive an annual statement which details all charges and payments to your rent account over the previous 12 months. Remember, you can request a statement of your rent account at any time by contacting our office.

What if I have problems paying my rent? What can you do to help me??

Our Welfare Benefits Advisor is trained in:

- Helping you to receive full entitlement to Housing Benefit
- Giving you welfare and debt advice or sign posting / making a referral to an independent advice agency
- Carrying out an income / benefit health check to maximise your income

All reviews and appeals of benefit decisions

Independent debt advice and negotiation with creditors and bankruptcy guidance.

Help With Rent – Housing Benefit

If you work part-time or have a low paid job you can apply for Housing Benefit. This benefit is administered by the local council.

If you require assistance in completing the Housing Benefit Form please come to our office and your Housing Officer or Welfare Benefits Officer will be more than willing to assist.

Legal Action

Only in exceptional cases will the Association start court proceedings against tenants who continually fail to pay rent. Court Action is a last resort and it may lead to you losing your home.