

Paying Your Rent

Options, Advice and Information

Rent, Service and other charges should be paid in advance on the 1st of each month.



PAY YOUR RENT YOUR WAY

Read on to find out about the various ways to pay your rent and where to seek independent advice should you need it.

METHODS OF PAYMENT

DIRECT DEBIT & STANDING ORDER

Using these methods means you don't have to remember to pay your rent each month. Direct Debit is Bield's preferred method as we can apply any annual rent changes for you, however, with a Standing Order you must inform your bank yourself. We can provide you with a direct debit form, just ask a member of staff.



TELEPHONE

Call **0131 273 4080** to make a payment using our automated payment line.



ONLINE

You can pay online at
www.bield.co.uk



Using these methods of payment requires a **debit or credit card**. You will also need to quote your **6 digit unique reference number**, which can be found on your rent payment card or rent statement. This ensures that your payment is matched to your rent account. Payments can be made 24 hours a day, 7 days a week.

RENT PAYMENT CARD

The rent payment card provided to you at the start of your tenancy allows you to pay at the post office or retail outlets. Look out for the Pay 360 sign.



HELP WITH PAYING YOUR RENT

You may be entitled to help towards your housing costs if you are on a low income by applying for housing benefit or universal credit depending on your circumstances.

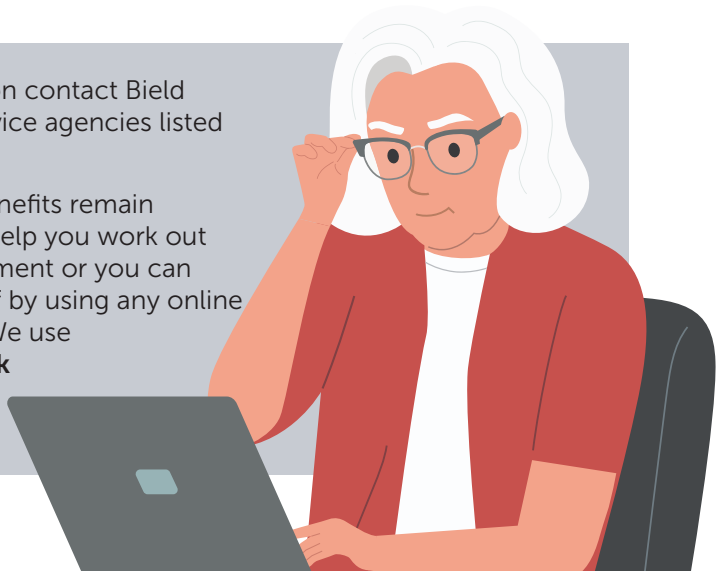
At the start of your tenancy you may also be eligible to receive housing cost on two homes if there is rent due on your old home and your new home for a period of up to 4 weeks.

To apply for help with paying your rent here's what you need to know:

- **Housing Benefit (HB)** – To make a claim for HB you can contact your local council office or go online for information, as each council operates differently. If you already receive HB complete a change of circumstances form to change your address. Your local Citizens Advice Bureaux can also guide you.
- **Universal Credit (UC)** – You can apply for a housing payment if you are already in receipt UC by logging into your online account. To make a new claim go online @ www.gov.uk/universal-credit/how-to-claim or call 0800 328 5644 to make an appointment at your local Jobcentre.

For further information contact Bield staff or any of the advice agencies listed overleaf.

Every year welfare benefits remain unclaimed. We can help you work out if you have an entitlement or you can work this out yourself by using any online benefits calculator. We use www.entitledto.co.uk



DIFFICULTY PAYING YOUR RENT

If you are having difficulty paying your rent, you should contact Bield immediately. We can work with you to reach a resolution to avoid further action being taken.

Falling behind with your rent can put your tenancy at risk, which ultimately could lead to eviction should your rent remain unpaid.

INDEPENDENT ADVICE

If you would like independent advice on **housing or money matters** the following agencies can help.

Money Advice Scotland

Telephone: 0141 572 0237
www.moneyadvicescotland.org.uk

Citizens Advice Scotland

Advice and information on how to contact your local Citizens Advice Bureaux.

Telephone: 0800 028 1456
www.cas.org.uk

Advice Direct Scotland

Free, confidential service to anyone worried about their finances.

Telephone: 0808 800 9060
www.advice.scot/debt-advice

Shelter Scotland

Phone service for anyone seeking free, confidential housing advice.

Freephone: 0808 800 4444
<https://scotland.shelter.org.uk/>

Bield Housing & Care

Registered Office
79 Hopetoun Street
Edinburgh EH7 4QF
Tel: 0131 273 4000

Craighall Business Park
7 Eagle Street
Glasgow G4 9XA
Tel: 0141 270 7200

1 Bonneathill Gardens
1 Caldrum Terrace
Dundee DD3 7HB
Tel: 01382 228911

Email: info@bield.co.uk
Website: www.bield.co.uk
Scottish Charity SC006878
Property Factor Registration
PF000146