

A GUIDE

to Ways to Pay Your Rent



We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders, shared owners and those people living in supported or sheltered accommodation.

Ways to Pay Your Rent

Paying Cosmopolitan rent enables us to deliver services, maintain homes and fund improvements, without it the Association would not be able to function.

Your rent is due on Monday of each week and must be paid on time.

You can contact the Income Management Team to find out your current balance, request a rent statement or for advice on **0151 224 0201** from **9.00 am - 5.00 pm Monday to Friday**, or alternatively attend our office, email:

incomemanagement@cosmopolitanhousing.co.uk or ask for a home visit.

Payment Methods

We offer a wide variety of payment options so you can choose how to pay your rent, both safely and easily.

Rent Card - by cash, debit card or cheque at any post office.



PAYZONE - cash or debit card, go to **www.payzone.co.uk** to find your nearest outlet.



You can make a payment using any of the debit/credit cards below by calling the Income Management Team.



On Line Banking - You can set up payments through your own bank if you have an internet account, you will need to provide our bank details which are:

Name of Bank: **NatWest Bank, 28 Castle Sreet
Liverpool L2 0UP**

Bank Account No: **45229864**

Sort Code: **60-13-19**

Please remember to put your tenant reference number on, if you are unsure of this please contact the Income Management Team.

Direct Debit - is the most cost effective way, not only is it the cheapest but the most convenient as the Association amends the Direct Debit when there is an annual rent/service charge increase.

Standing Order - This option allows you to pay direct from your bank, however you are responsible for advising your bank of any changes in payment. You can contact the Income Management Team for a standing order form.

Housing Benefit - If you are entitled to Housing Benefit this can be paid direct to us. For help and advice about your benefits contact the Income Management Team.

By Post - You can send a cheque made payable to '**Cosmopolitan Housing Association Ltd**' to our **Head Office** at:

**Cosmopolitan House
2 Marybone
Liverpool
L3 2BY**

Please remember to put your name and address and tenant reference number on the back of your cheque.

PLEASE DO NOT SEND CASH THROUGH THE POST



If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

This document is available in large print, Braille and audio tape on request.

إذا لَدَيْكَ الرِّغْبَةُ فِي الحَصُولِ عَلَى هَذِهِ الوِثَاقَةِ مَترجمة إلى اللُّغَةِ الَّتِي تَختارها، أَرجو أن تَضَع عَلامَةَ عَلَى الصَّنَدُوقِ وَتَرجعه إلى هَيْئَةِ إِسكان كوسموبولتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Simplified)

如果您想把這份文件翻譯成中文，請在空格內劃✓，然後把傳單寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Traditional)

ئەگەر هەز دەکەیت ئەم دۆکۆمێنتەت بۆ سەر زماڤی خۆت بۆ وەرگیردیت ئەوا تکایە نیشانەى ✓ لە چوارگۆشە بەدو بێگەرتنەوه بۆ (کۆمەڵەى کوسمۆپۆلیتان بۆ خانووبەره) بۆ ئەم ناوێشانە:

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,
Telephone: 0151 227 3716 Fax: 0151 227 4991
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

CSL/018/JULY11