



A GUIDE

to Ways to Pay Your Rent



This Document has been Read and Approved by the

Tenants Editorial Panel

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

Ways to Pay Your Rent

Paying the Association 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 Rent Income 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**.

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 Rent Income 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: **Bank of Ireland**
Bank Account No: **49829530**
Sort Code: **30-14-58**

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





This document is available translated into your own language and in large print, braille and audio tape on request.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा प्रतिकार्यों की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖੋ ਪ੍ਰਕਾਸ਼ਨ "ਸਾਡੇ ਸੇਵਾ ਲੀਡਲੈੱਟ" ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "رہنما پرچے برائے ہماری خدمات" (گائیڈ تو اور سروس لیفلٹس) دیکھیں

هذا المستند متوفر أيضا، رجتما إلى لغتكم،
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "
المتوفر من هذا المكتب

এই ডকুমেন্টটি /লেখাটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস'
(আমাদের পরিষেবা পরিচকার নির্দেশিকা) প্রকাশনা দেখুন, বিশদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務 介紹資料冊指引》，
請向我們 辦公室詢問這份 摺 之詳情。

Waxaad ka lood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadena" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.



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.