

## **Advice on Payment of Rent and Pre-payment Meters**

If you need any help or advice with your rent account or if you are worried about a change in circumstances due to loss of earnings, please contact one of our housing management staff. You can contact the housing management staff by e-mail at [housing@randcha.co.uk](mailto:housing@randcha.co.uk) It is important you keep in touch with us if you are experiencing problems. Please note that the government has announced emergency legislation to suspend new evictions from social or private rented accommodation during the coronavirus crisis but you need to discuss any problems in paying your rent with a member of our team to avoid complications.

If you are worried about the short-term impact of COVID-19 on your employment, then you can contact the PACE helpline on 0800 917 8000.

Further advice can also be found on the Money Advice Service website:

<https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you>

Should you find yourself with no income due the impact of Coronavirus (COVID-19), if you do not already claim benefits, you may be eligible to apply for Universal Credit to help you pay your rent. You can find out more about Universal Credit and eligibility:

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

There is also further information for people affected by Coronavirus (COVID-19), including information about eligibility for Statutory Sick Pay on the UK Government website:

<https://www.gov.uk/government/news/coronavirus-support-for-employees-benefitclaimants-and-businesses>

If you currently pay your rent in cash, we would ask that you consider making alternative arrangements in the meantime e.g. card payments or online payments.

If you are self-isolating or recovering from Coronavirus (COVID-19), this will mean you may not be able to leave your home. This can be a problem if you have a pre-payment meter, which requires you to go to the shop to top-up. Different energy suppliers will have their own ways of dealing with this. If you or anyone in your home has any underlying health conditions, you should also contact your energy supplier to let them know. They will add you to the Priority Service Register, which will give you extra support should you need it. If you are self-isolating, you should contact your energy company as soon as you become aware of an issue to do with your prepay meter, as some of the solutions can take a few days.

Other advice on energy related issues can also be found here:

<https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energysupply>

There are several ways to pay your rent, as follows;

Your rent is due monthly, in advance, on or around the 28th of the previous month. There are several methods of payment: -

1. If you have online banking you can set up regular or one-off payments to the Associations Account at Bank of Scotland, Rutherglen, Sort Code 80-09-51, Account Number 00656654.

2. By Standing Order from your bank account.
3. Using the post office card provided, pay at any Post Office.
4. If you are entitled to Housing Benefit this can be sent direct to the Association by South Lanarkshire Council. It is recommended that this option is used, and this can be arranged by ticking the appropriate box on your housing benefit application.
5. If you move over to Universal Credit, we also recommend that you ask for your Housing Costs to be paid direct to the Association.
6. Over the phone payment to our office or register on our website to pay you rent direct.