

How to pay your rent



There are a number of ways you can pay your rent and these are listed here along with the answers to some of the most frequently asked questions.

Your Payment Card

When you move into your home, you will be sent a payment card. This card can be used to make rent payments to Devon & Cornwall Housing. It cannot be used to make any other kind of payment and cannot be used by any other tenant.

Payment at local shops, garages and newsagents and at post offices

You can pay your rent at any of these where you see the PayPoint or PayZone signs and also the Giro Bank sign. You will need to take your payment card with you to make a payment.



POST OFFICE

Payment by Direct Debit

If you want to pay by Direct Debit, you will need to fill out an authority form. Your housing officer or project worker can give you this form and help you to complete it. You will not need to fill out another form if your rent changes, the new amount will be taken automatically. You should check with your bank to make sure that your account allows Direct Debits.

Over the telephone

If you have a debit or credit card, you can pay your rent over the phone for the cost of a cheap rate call. When you phone, you will be asked for your rent payment card number so have this card with you. You will then be asked for details from your debit or credit card and the amount you want to pay. You can use any of the major credit cards and also Switch and Delta. The number you should dial is **0870 243 6040**.

Internet Banking

Many people now choose to pay their bills on line and you can pay your rent in this way. It is important that you provide the following information when making your payment

Sort code: **62-25-62**
this is unique to DCHA

Account number **00000000**
yes, this is correct!

In the reference box, please give your full tenant reference number including any zeros at the front and end of the number. Payments will normally take about three days to reach us if you quote this information. If any of these numbers are wrong, it could stop the payment reaching your rent account, so please check them carefully.

At DCHA Offices

Our offices in Plymouth, Exeter and Truro will accept rent payments from you but Barnstaple and Liskeard do not normally do this. If you live in one of our supported housing projects you may be able to make payments to staff on site. Please ask your project worker. It will be quicker to process your payment if you have your rent card with you. You will be given a receipt for any payments you make at our offices or to any of our staff.

Wherever and however you make payments there will be no charge to you and if you are paying by any method other than Direct Debit or telephone, you should always ask for a receipt. Please keep this receipt in case there is a query about the payment. Payments can take between two and seven days to reach us depending on where you pay.

For further help or advice please contact your housing officer, project worker or scheme manager

Exeter:	01392 252566
Plymouth:	01752 229395
North Devon:	01271 340310
East Cornwall:	01579 340404
West Cornwall:	01872 267300
Sheltered housing:	01579 347785
Shared ownership:	01752 229395
Supported housing:	01752 276042

Foyers

Launceston:	01566 773050
Padstow:	01841 532749
Plymouth:	01752 256880
Redruth:	01209 314539
Torbay:	01803 316632



www.dcha.co.uk