



Paying your rent

It is essential you pay your rent on time. If you don't then you risk losing your home. If you are struggling to pay your rent, or think you might struggle in the future then [contact Cash Wise](#) straight away.

There are several ways to pay your rent. These are:

Direct Debit - Contact OneCALL on 0345 8 507 507, or contact one of our employees at your local Service Access Point (SAP).

Debit or credit card - We have a 24-hour automated service for paying your rent via debit or credit card. Call OneCALL on 0345 8 507 507 and have your debit card or credit card details ready. There is no charge for this service. We may record your call for training purposes.

Online - Visit www.wdh.co.uk and go to 'Make a Secure Payment'. From there just follow the step-by-step guide to make a payment.

Phone or internet banking - If your bank or building society offers phone or internet banking, you can pay us by using our bank account number which is 78577306 and the sort code is 55-70-23. Please pay using the 11- or 12-digit housing reference number. (You will find this on the bottom of your rent payment swipe card.)

Standing order - Contact your local SAP who will give you a standing order authorisation for you to take to your bank. You can also download a standing order form from www.wdh.co.uk.

At a Post Office - You can pay by cash, debit card or by cheque, making your cheques payable to 'Post Office Ltd'. Remember to take your rent payment swipe card with you.

PayPoint Outlets - You can pay by cash or debit card at any PayPoint outlet in the UK and many are open 24 hours a day. This service is free.



If you find it difficult to pay your rent or fall behind with payments [contact the Cash Wise team](#) on **01977 724651** for advice.

You can access your rent statement anytime online just simply register for an account at <http://www.wdh.co.uk>. We will also send you a copy of your rent account which sets out the rent we charge you and the payments you have made.

Your swipe card

Please look after your swipe card. You will need it if you want to pay your rent:

- at any Post Office in the UK;
- at any PayPoint outlet, or;
- over the phone and internet.

If you lose your swipe card, contact a SAP and they will send you a replacement card.

Housing Benefit

If you have a low income, you may be entitled to claim Housing Benefit to help with your housing costs. For more information on making a claim [contact the Cash Wise team](#) **01977 724651**.