

Paying your rent

Our Commitment

Paying the rent is the most important part of your tenancy with us. The money we collect from rents goes to pay for the services that we provide for you. So we want to make it as easy as possible for you to pay your rent and other charges. This means giving you a wide choice of different ways to pay so you can choose the best and most convenient one for you.

There are a wide choice of ways you can pay your rent:

- Direct Debit - the easiest way to pay your rent is by Direct Debit, simply fill in a form and send it to the Finance Department at 56 Kingsclere Road, Basingstoke, Hampshire RG21 6XG. We will organise your rent payment through your bank account to Sentinel.
- Using your AllPay payment card - you can use your Allpay card at the Post Office or any other outlet displaying the PayPoint or PAYzone symbol.
- By cheque - Please make cheques payable to Sentinel Housing Association and post them or hand them in at our Reception in either the Basingstoke office or the Fleet office. Please write your address or property reference number on the back of the cheque. Receipts will not normally be issued for cheque payments.
- Online at www.sentinelha.org.uk - simply click the pay rent online logo on our website and you will be redirected to Allpay.net, our preferred internet payment facility.
- With your debit card by phoning the CSC and speaking to a customer service advisor or at the reception desk when you visit our offices.
- By having Housing Benefit payments made directly to Sentinel Housing.



If you have any questions or would like more information please contact the Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from your mobile or email info@sentinelha.org.uk.

What happens if you don't pay?

Your rent and council tax must be paid as a priority - this is a legal requirement:

- We appreciate there are times when your income or circumstances change and paying your rent is difficult, you must contact us and explain this and we will do all we can to help and advise you.
- If you are claiming Housing Benefit it can often take several weeks for a claim to be determined so during this time your account may go into arrears.
- If you do make a claim for Housing Benefit please advise us of this so we can update our records.
- We have our own in-house Citizens Advice Bureau officer who can advise you on benefits you may be able to claim, debts and managing your income. They can also deal directly with companies that you owe money to on your behalf.
- If you don't contact us we will assume that you don't want to pay your rent and take action against you for non payment.
- We take rent arrears very seriously, we rely heavily on our rent revenue to build new homes and repair and modernise our existing ones.
- If you go into arrears we will send you letters, visit you at home or contact you by phone.
- If after this you are still in arrears, we will serve you with a Notice of Possession proceedings, which gives you four weeks to make an arrangement to pay before we apply to the Court for Possession Proceedings. If payments are still not made or are not in line with the terms of the Court Order we will take action for you to be evicted.
- We do not want to evict tenants from their homes, but will do so if rent arrears are not paid. Please ensure that paying your rent is your priority.
- If you move out of your Sentinel home, you must make sure all rent and services charges are paid. If you move out and owe us money our Debt Recovery Officer will contact you by letter, phone or in person. If you are unable to pay your debt in full, we will help you to agree a payment plan and help you to claim any benefits you may be entitled to. If you don't repay the money you owe we will consider taking you to court. This could result in a County Court Judgement against you, your belongings may be repossessed or the judge may award an attachment of earnings. You will also have to pay any court costs.

If you would like

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in large print, braille or translated please contact the

Customer Service Centre on

0800 195 5515 from a landline or 0300 666 5515 from your mobile

