

Ways to Pay your Rent

Direct Debit

- This is usually the easiest way to pay your rent. Once set up, there are no cheques to write, no cash to handle, no postage or queuing.
- Payments are regularly collected from your bank or building society account. You can choose either the 1st or the 15th of the month.
- You can cancel your direct debit at any time and CHP will let you know at least 14 days in advance of any changes, giving you total control over the amounts collected.
- You are fully protected by the national Direct Debit Indemnity Scheme. **You are guaranteed an immediate and full refund in the unlikely event of an error.**
- Contact the Income Management Team on 01245 613014 for more information or to request a Direct Debit form. A form can also be downloaded from our website at www.chp.org.uk.

Standing Order

- This is where you instruct your bank or building society to pay fixed and regular amounts to CHP.
- You choose how much and how often to pay. You can also choose which day of the week or month to make the payment. Please note payments

must be made on or before the date due.

- You must provide your bank or building society with the following information. The name of who you want to pay is CHP. The bank sort code is 60-05-13. The bank account number is 20889348. The branch address is NatWest, 6 High Street, Chelmsford.
- Please instruct your bank or building society to quote your rent reference number so that we can identify your payment.

At any Post Office

- You can pay by cheque, cash or debit card at any Post Office in England using your Rent Payment swipe card.
- Please remember that it can take up to five days for these payments to reach CHP.
- CHP will provide you with the first two Rent Payment swipe cards, free of charge. **Any additional card will be charged at £20 each.**

CHP

Customer Service Centre 0845 155 3000
Repairs Free Phone 0800 953 1447
Direct Debits 01245 613014

Citizens Advice Bureau
citizensadvice.org.uk

Benefit Fraud Report Line
0800 614469

Debt Advice Trust
debtadvicetrust.org.uk 0800 988 7554

Credit Action
creditation.org.uk 0207 436 9937

Consumer Credit Counselling Service
cccs.co.uk 0800 138 1111

For advice on housing benefit or council tax please contact your local council.

For those who wish to pay by standing order, at a bank, or by home banking, please use these details:

Our Reference: Chelmer Housing Partnership Ltd

Your Reference: Your 14 digit rent reference number

Bank Sort Code: 60-05-13

Bank Account No: 20889348

If paying by cheque, please remember to write your 14 digit rent reference number and your address on the reverse. Cheques should be made payable to Chelmer Housing Partnership Ltd.

If you have any queries, please telephone CHP on 0845 155 3000
Minicom: 01245 613188
Email: IMT@chp.org.uk

At any PayPoint outlet

- You can pay by cash or debit card (but not by cheque) at any PayPoint in England using your Rent Payment swipe card.
- PayPoint outlets include the Co-op, Somerfields, Spar, BP and Texaco garages. Others may be available. These outlets are conveniently located and often open for extended hours into the evening. Some garages are now open 24 hours.
- You can find your local PayPoint by inserting your post code in the PayPoint website paypoint.co.uk/locator.htm
- CHP will provide you with the first two Rent Payment swipe cards, free of charge. **Any additional card will be charged at £20 each.**

Internet or home banking

- If you have access to the internet, you can pay rent from home 24 hours a day. You can use one of the following options:
 - If you have home banking facilities, you can instruct your bank to make regular or one off payments to CHP. You must provide your bank or building society with the following information. The name of who you want to pay is CHP. The bank sort code is 60-05-13. The bank account number is 20889348. The branch address is NatWest, 6 High Street, Chelmsford. Please instruct your bank or building society to quote your rent reference number so that CHP can identify your payment.
 - If you have a Rent Payment swipe card, you can pay your rent via the CHP website. You will be automatically directed to the Alliance & Leicester website where you will need to set up your payment preferences. Please have your swipe card to hand during this initial set up.

Cheque

- You can deliver a cheque to CHPs office in Chelmsford town centre at Atholl House, 65A Duke Street, Chelmsford, CM1 1LW. Please note that cash **cannot** be accepted at Atholl House.
- You can pay your rent by sending CHP a cheque, made payable to "Chelmer Housing Partnership Ltd". Please write your rent reference number or address on the back of the cheque so that we can identify your payment.
- Send your cheque to CHP at Myriad House, 23 Springfield Lyons Approach, Chelmsford, CM2 5LB.
- Please do not send cash in the post.

Debit/Credit Card

- Debit/Credit card payments can be made from our office in Chelmsford town centre at Atholl House or over the telephone to either the Income Management Team or the Customer Service Centre on 0845 155 3000.
- Please have your debit/credit card and your rent reference number/address to hand when making these payments.
- Please note that due to transaction costs, the minimum payment by debit/credit card is £10.**

Housing Benefit

- If you are entitled to housing benefit from your local council, it is generally forwarded directly to your CHP rent account. If your housing benefit is not paid direct to CHP, please contact the council and ask them to arrange this for you.



Payment is due weekly in advance and must reach CHP by the date shown.

(Please remember that payments can take up to five days to reach your account.)

Wk No.	Payment Date
1	April 6th 2009
2	April 13th 2009
3	April 20th 2009
4	April 27th 2009
5	May 4th 2009
6	May 11th 2009
7	May 18th 2009
8	May 25th 2009
9	June 1st 2009
10	June 8th 2009
11	June 15th 2009
12	June 22nd 2009
13	June 29th 2009
14	July 6th 2009
15	July 13th 2009
16	July 20th 2009
17	July 27th 2009
18	Aug 3rd 2009

Wk No.	Payment Date
19	Aug 10th 2009
20	Aug 17th 2009
21	Aug 24th 2009
22	Aug 31st 2009
23	Sep 7th 2009
24	Sep 14th 2009
25	Sep 21st 2009
26	Sep 28th 2009
27	Oct 5th 2009
28	Oct 12th 2009
29	Oct 19th 2009
30	Oct 26th 2009
31	Nov 2nd 2009
32	Nov 9th 2009
33	Nov 16th 2009
34	Nov 23rd 2009
35	Nov 30th 2009
36	Dec 7th 2009

Wk No.	Payment Date
37	Dec 14th 2009
38	Dec 21st 2009 Non payment week
39	Dec 28th 2009 Non payment week
40	Jan 4th 2010
41	Jan 11th 2010
42	Jan 18th 2010
43	Jan 25th 2010
44	Feb 1st 2010
45	Feb 8th 2010
46	Feb 15th 2010
47	Feb 22nd 2010
48	Mar 1st 2010
49	Mar 8th 2010
50	Mar 15th 2010
51	Mar 22nd 2010 Non payment week
52	Mar 29th 2010 Non payment week

If you are paying rent arrears by voluntary arrangement or court order, you must continue to make payments in 'non payment' weeks.