

Ways to Pay your rent

We offer our tenants various ways in which they can pay their rent, with 24/7 online and phone options as well as a range of ways to pay in person. So you can choose the best payment method for you.

Your rent is due **4 weekly**, in advance. You can choose to pay weekly, fortnightly, 4 weekly or calendar monthly, whichever is most convenient for you. However you must ensure payments are made in accordance with the rent payment table as detailed in this leaflet.

Please note due to the rent being calculated over a 52 week period and not 48, there are no free rent periods.

On the Internet

It only takes a few minutes to register online at www.allpayments.net using your 19 digit reference number from your payment card to use this service. This enables tenants to pay their rent online, free of charge, 24 hours a day, 365 days a year. You will be asked for the details on the allpay card that we have issued and you can pay by using your [debit or credit card](#).

Online Banking

You can set up payments via online banking to pay your rent. It is a convenient way for you to manage your payments. All you require is your unique rent reference number (as detailed within your rent increase letter) and the Co-operative's bank details -

Branch Name	Bank of Scotland
Sort Code	80-09-15
Account Number	00357497

Phone app

You can make debit or credit card payments to your rent account using the allpay payment app, which is available to download for free for Apple and Android smart phones. Visit www.allpay.net/app for more information.

Text message

You can use your payment card and debit or credit card to register for this service at www.allpayments.net/textpay. Text 'pay' plus the text code provided to you during registration along with the amount you want to pay and your password (the last four digits of your debit or credit card) to 81025.

By phone

Have your payment card, pen and paper handy with your debit or credit card when you dial 0330 041 6497 for Allpay's automated phone payment service, available 24/7. Each time you use this automated service you will be given an authorisation code as proof of payment. Please keep a note of this code.

Bank Payment (standing order)

Standing Order is a reliable and convenient way to pay your rent. Contact the Co-operative to obtain a form. Standing Order Forms are available in the office or are available to download and complete from the Co-operative's website – **www.forgewoodcoop.org.uk** Standing orders can also be set up from most personal online banking accounts.

At the Post Office

Your Allpay card can be used to pay your rent at any Post Office. You can pay by cash, or by debit/credit card.

Paypoint

You can make rent payments using your Allpay payment card at any PayPoint outlet. These can be found in many newsagents, convenience stores, supermarkets. The local stores are detailed in this leaflet.

Cheques

To pay your rent by post please send cheques payable to – **'Forgewood Housing Co-operative'** to the Co-operative's address at **49 Dinmont Crescent, Motherwell, ML1 3TT**. Please write your name, address and quote your tenant reference number at the back of the cheque.

Card Payment Machine

The Co-operative in conjunction with Lloyds Bank Cardnet offer tenants the option of paying by debit or credit card by using a card machine.

Housing Benefit Direct Payment

If you receive full housing benefit, your rent is likely to be paid by North Lanarkshire Council (NLC) Housing Benefit Department. If you receive partial housing benefit, you are responsible for paying the rest. You can contact NLC Housing Benefit Department on 01698 403210 or speak to your Housing Officer who may assist you with this.

Universal Credit

The UK Government's Welfare Reform changes will replace Housing Benefit with Universal Credit. You can speak to your Housing Officer if you need any advice.

**If you have difficulty in paying your rent,
please don't delay and contact your Housing Officer.**

Swipe Cards



Payments can be made at any Post Office or outlets displaying a PayPoint sign.
Many of the PayPoint outlets are shops, newsagents or garages with extended opening hours to make paying more convenient for you.

	Opening Hours		
Ali & Sons	Monday	09:00	19:00
62-64 Kylemore Crescent	Tuesday	09:00	19:00
Motherwell	Wednesday	09:00	19:00
ML1 3XA	Thursday	09:00	19:00
	Friday	09:00	19:00
	Saturday	09:00	19:00
	Sunday	11:00	16:00

	Opening Hours		
Fairways	Monday	07:00	21:00
280 Bellshill Road	Tuesday	07:00	21:00
Motherwell	Wednesday	07:00	21:00
ML1 3SQ	Thursday	07:00	21:00
	Friday	07:00	21:00
	Saturday	08:00	21:00
	Sunday	09:00	21:00

	Opening Hours		
Milton Mini Market	Monday	06:00	22:00
114 Milton Street	Tuesday	06:00	22:00
Motherwell	Wednesday	06:00	22:00
ML1 1EZ	Thursday	06:00	22:00
	Friday	06:00	22:00
	Saturday	06:00	22:00
	Sunday	06:00	22:00

	Opening Hours		
SPAR	Monday	09:00	21:00
148 Logans Road	Tuesday	09:00	21:00
Motherwell	Wednesday	09:00	21:00
ML1 3NY	Thursday	09:00	21:00
	Friday	09:00	21:00
	Saturday	09:00	21:00
	Sunday	09:00	21:00

	Opening Hours		
Digby's	Monday	09:00	22:00
52 Muir Street	Tuesday	09:00	22:00
Motherwell	Wednesday	09:00	22:00
ML1 1BN	Thursday	09:00	22:00
	Friday	09:00	22:00
	Saturday	09:00	22:00
	Sunday	10:00	22:00

	Opening Hours		
Lifestyle Extra	Monday	07:00	22:00
159 Watling Street	Tuesday	07:00	22:00
Motherwell	Wednesday	07:00	22:00
ML1 3RZ	Thursday	07:00	22:00
	Friday	07:00	22:00
	Saturday	07:00	22:00
	Sunday	07:00	22:00

	Opening Hours		
Lindum Stores	Monday	08:00	21:00
21 Lindum Crescent	Tuesday	08:00	21:00
Motherwell	Wednesday	08:00	21:00
ML1 3QX	Thursday	08:00	21:00
	Friday	08:00	21:00
	Saturday	08:00	21:00
	Sunday	08:00	21:00

	Opening Hours		
Atwals Bellshill	Monday	06:30	22:00
205 Motherwell Road	Tuesday	06:30	22:00
Bellshill	Wednesday	06:30	22:00
ML2 0AR	Thursday	06:30	22:00
	Friday	06:30	22:00
	Saturday	06:30	22:00
	Sunday	06:30	22:00

Rent Payment Table for Financial Year 2021/22

Rental Period	Rent Due Date		
1	29 March 2021	to	25 April 2021
2	26 April 2021	to	23 May 2021
3	24 May 2021	to	20 June 2021
4	21 June 2021	to	18 July 2021
5	19 July 2021	to	15 August 2021
6	16 August 2021	to	12 September 2021
7	13 September 2021	to	10 October 2021
8	11 October 2021	to	07 November 2021
9	08 November 2021	to	05 December 2021
10	06 December 2021	to	02 January 2022
11	03 January 2022	to	30 January 2022
12	31 January 2022	to	27 February 2022
13	28 February 2022	to	27 March 2022

Forgewood Housing Co-operative
 49 Dinmont Crescent, Motherwell, ML1 3TT
 Telephone No: 01698 263311
 Fax No: 01698 263399
 Email: enquiries@forgewoodcoop.org.uk
 Website: www.forgewoodcoop.org.uk