



## Ways to Pay your rent

### Paying Your Rent

As a tenant of the Co-operative, it is your responsibility to make sure your rent is paid in time.

Rent also provides the income which is required to provide a range of services including repairing and maintaining your home.

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 within this leaflet.

The payment table will detail the dates your rent is due for each rental period and the date you must pay it by.

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

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.

### 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 -

<b>Branch Name</b>	Bank of Scotland
<b>Sort Code</b>	80-09-15
<b>Account Number</b>	00357497

### On the Internet

It only takes a few minutes to register online at [www.allpayments.net](http://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](#).

## 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](http://www.forgewoodcoop.org.uk) Standing orders can also be set up from most personal online banking accounts.

## Virtual Payment

The Co-operative in conjunction with Lloyds Bank Cardnet offer tenants the option of paying by debit or credit card by using a virtual payment. To make a payment you can telephone the office on **01698 263311** or call into the office in person.

## 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.

## 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.

## 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](http://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](http://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**.

## 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.

## Housing Benefit Direct Payment/Discretionary Housing 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 or any discretionary housing benefit payment you may be entitled to.

## Universal Credit

If you are in receipt of Universal Credit you can be awarded a housing element payment to assist with your rent and you can arrange for this to be paid direct to your rent account. 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.**

**We can make an appointment with our Income/Money Advisor via our AFTAR Project who can assist with claiming benefits, financial / budgeting, debt, council tax, energy advice, digital learning to help with Universal Credit claims etc.**

## Rent Increases

The Co-operative operates a policy, which aims to ensure that:-

- Rents meet the Co-operative's costs and provide sufficient funds to carry out the days to repairs within your homes and any planned improvements;
- Wherever possible, rents are maintained at an affordable level;
- Wherever possible, rents are comparable with the rents of other social landlords providing similar accommodation.

We consult with our tenants when rent increases are proposed, and the Co-operative will take into account the views expressed.

Rent increases are applied on an annual basis and you will be given at least 28 days' notice of any rent increase.

**Where can I get help....the first step is contact your Housing Officer. Here is a list of other useful contact numbers.**



**Motherwell & Wishaw**  
90 Brandon Parade East  
Motherwell, ML1 1LY  
**Tel No:** 0808 1969180



**Universal Credit Helpline**  
**Tel No:** 0800 328 5644  
**Relay UK** (if you cannot hear or speak on the phone): 18001 then 0800 328 5644  
**Textphone:** 0800 328 1344  
Monday to Friday, 8am to 6pm  
<https://www.gov.uk/universal-credit/how-to-claim>



**Social Security Scotland**  
Book an appointment. The Local Delivery service is by appointment only, call them for free on **0800 182 2222** and they can arrange one for you.



**Housing Benefit Department**  
North Lanarkshire Council, Head of Financial Solutions  
PO Box 9060, Motherwell, ML1 1SH  
**Tel No:** 01698 403210 **Email:** benefitsteam@northlan.gov.uk



**National Debtline**  
Monday to Friday 9am to 8pm  
Saturday 9.30am to 1pm  
**Tel No:** 0808 808 4000  
<https://www.nationaldebtline.org>



**Motherwell Jobcentre Plus**  
Flemington House, 600 Windmillhill Street  
Motherwell, ML1 2HN  
**Tel No:** 0800 169 0190



**Energy Saving Trust Scotland**  
Second Floor, Ocean Point 1,  
94 Ocean Drive, Edinburgh, EH6 6JH  
**Advice Line:** 0808 808 2282



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		
<b>Ali &amp; Sons</b>	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		
<b>Premier</b>	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		
<b>Milton Mini Market</b>	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		
<b>SPAR</b>	Monday	08:00	19:00
148 Logans Road	Tuesday	08:00	19:00
Motherwell	Wednesday	08:00	20:00
ML1 3NY	Thursday	08:00	20:00
	Friday	08:00	20:00
	Saturday	08:00	20:00
	Sunday	08:00	17:00

	Opening Hours		
<b>Spar</b>	Monday	07:00	23:00
52 Muir Street	Tuesday	07:00	23:00
Motherwell	Wednesday	07:00	23:00
ML1 1BN	Thursday	07:00	23:00
	Friday	07:00	23:00
	Saturday	07:00	23:00
	Sunday	07:00	23:00

	Opening Hours		
<b>Lifestyle Extra</b>	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		
<b>Lindum Stores</b>	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		
<b>Atwals Bellshill</b>	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 2023/24

<b>Rental Period</b>	<b>Rent Due Date</b>		
<b>1</b>	<b>27 March 2023</b>	<b>to</b>	<b>23 April 2023</b>
<b>2</b>	<b>24 April 2023</b>	<b>to</b>	<b>21 May 2023</b>
<b>3</b>	<b>22 May 2023</b>	<b>to</b>	<b>18 June 2023</b>
<b>4</b>	<b>19 June 2023</b>	<b>to</b>	<b>16 July 2023</b>
<b>5</b>	<b>17 July 2023</b>	<b>to</b>	<b>13 August 2023</b>
<b>6</b>	<b>14 August 2023</b>	<b>to</b>	<b>10 September 2023</b>
<b>7</b>	<b>11 September 2023</b>	<b>to</b>	<b>08 October 2023</b>
<b>8</b>	<b>09 October 2023</b>	<b>to</b>	<b>05 November 2023</b>
<b>9</b>	<b>06 November 2023</b>	<b>to</b>	<b>03 December 2023</b>
<b>10</b>	<b>04 December 2023</b>	<b>to</b>	<b>31 December 2023</b>
<b>11</b>	<b>01 January 2024</b>	<b>to</b>	<b>28 January 2024</b>
<b>12</b>	<b>29 January 2024</b>	<b>to</b>	<b>25 February 2024</b>
<b>13</b>	<b>26 February 2024</b>	<b>to</b>	<b>24 March 2024</b>

**Forgewood Housing Co-operative**  
**49 Dinmont Crescent, Motherwell, ML1 3TT**  
**Telephone No: 01698 263311**  
**Fax No: 01698 263399**  
**Email: [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk)**  
**Website: [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)**