

PAYING YOUR RENT



pha 
HOMES | WHERE PEOPLE
AND HOMES COUNT

PAYING YOUR RENT

When you accept your tenancy, you sign a legal agreement to abide by the terms and conditions laid out in your Tenancy Agreement, including ensuring that your rent is paid on time and that your rent account does not fall into arrears.

Even if your rent is paid by Housing Benefit it is still up to you to ensure that your payments are being made correctly,

It is important to remember that if you fail to keep to any of these conditions you will be in breach of your tenancy agreement and PHA Homes may take further legal action which could result in you losing your home.

Paying your rent must be your **first** financial priority. Paying your rent is **not** optional.



HOW TO PAY YOUR RENT:

Your rent is charged on a weekly basis every Monday and in accordance with your tenancy agreement, is payable 4 weeks in advance.

You can pay your rent:-

- **In person** at our office at 32 Lavant Street, Petersfield and pay by cash or cheque (please make cheques payable to PHA Homes)
 - **By Standing Order** (please pick up a form from our office or a form is available on our website)
 - **By Direct Debit** (please pick up a form from our office or a form is also available on our website)
 - **By Electronic Banking**
 - **By post** (please do not send cash in the post)
 - **By Allpay** – with an Allpay card, online via our website, using a mobile phone or at any PayPoint outlet or Post Office
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MY TENANCY:

You are now able to access your tenancy details via our website.

The system is extremely easy to use and will provide you with 24 hour access to your rent account, 7 days a week. You will be able to check your balance and see all payments made to your rent account. You will also be able to view the history of repairs to your property and report repairs directly to the office.

To gain access to the service, visit our website at www.phahomes.co.uk then click on the Residents Area where you will find the 'MyTenancy' tab. Click onto the tab and you will then be asked for your username and password.

Please contact the office on 01730 263589 to request your username, and to advise us of your chosen password.

For further advice about methods of payment or MyTenancy, please contact your housing officer on **01730 263589**.

EXPERIENCING FINANCIAL DIFFICULTY?

There may come a time where you might find yourself experiencing financial difficulties. It is important to remember that you must not ignore the situation but ask for help instead.

If you cannot pay your rent on time or pay the correct amount or fall behind with your payments you must contact your housing officer immediately. We will then be able to help you with your finances, and if appropriate, agree on a repayment plan.

Your housing officer is able to give basic advice regarding debt, however if we believe that you could benefit from more in depth assistance and support with your finances we would recommend that you agree to refer your case to the Citizens Advice Bureau who will treat your case sensitively and in the strictest of confidence.

So, please remember: if you are having difficulty paying your rent, do not delay; contact us straight away – we will be able to help you.

A large, soft-focus image of a pink piggy bank is centered in the middle of the page. The piggy bank is set against a background of a repeating pattern of small, light pink hearts on a darker pink grid. The piggy bank's snout and ears are visible, and it has two small dark spots for eyes.

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