

How to pay your rent

আপনার বাড়ির ভাড়া দেওয়ার বিভিন্ন উপায়
交租的方法

तमारुं भाडुं खुडववानी रीतो

Sposoby płacenia czynszu

کرایہ ادا کرنے کے طریقے

RESIDENT
APPROVED



The Government Standard

How to pay your rent

We offer a range of rent payment methods to make it easy for you to pay.

Gloucester City Council rent payment card

When your tenancy starts we will send you a rent payment card. You should get this in 10 working days. Unless you pay by direct debit you will need to use this card each time you pay your rent. You will get a receipt, which you should check carefully as it is your proof of payment. Please keep the receipt with the payment card in the plastic wallet provided.

If you lose your rent card or have any queries

about your card, please contact us.

Please make a note of your tenancy number. We will normally give you this when we sign you up for your tenancy. You can use this number when you pay your rent and other charges if you lose your card.

Direct debit or standing order

We recommend paying your rent by direct debit or standing order if you have a regular income and

a bank account. Please contact us for a form or download one direct from our website. Please contact us if you would like any help to set up a bank account.

Debit card

We can take a debit card payment from you over the phone 8.30am – 5.30pm Monday to Friday. We will take your card details, process a payment for you and send you a receipt in the post. We can take

payments using a credit card. We don't encourage this as we try to ensure that your rent is affordable and you don't need to borrow to pay it. There is a surcharge for credit card payments of 1.8% of the total which is charged back to you.

Automated telephone payment service

Telephone our 24-hour card payment line on 0845 155 6000 to make an automated card payment.



Over the Internet

You can pay your rent using a link from the home page of our website. You will need your tenancy reference number which is on your rent statement or on your rent card. If you would like confirmation of the number please call us.

Post Office and Paypoint

You can pay using your rent payment card at any Post Office or Paypoint in the country, during normal opening times. Please keep your receipt as a record of payment.

Council's cashiers office

You can pay at the City Council's cashier's office at the Herbert Warehouse in the Docks using your rent payment card.

Post

Make your cheque payable to Gloucester City Council and send it to our Income Management Team at our Southgate House office.

Our office

We can take cash payments or process cheque or card payments through our online payment system when you call into our office.

Through your employer

If you work for us or Gloucester City Council, you can arrange for your rent to be paid through your wages.

Service standards

We will:

- try, with your bank's help, to set up direct debits in the same calendar month

- collect your direct debit on Friday each week (for weekly payers) or the last day of the month (for monthly payers)
- ensure you are covered by the Direct Debit Guarantee. This guarantees that if the payment amount or the payment dates change, we will normally notify you at least 10 days before your account is debited or as otherwise agreed. If your bank, building society or we make an error, you are guaranteed a full and immediate refund from your branch.
- send you a statement every 3 months, showing your payable rent, your payments and any credit or arrears
- give you your account balance over the phone, having confirmed your identity
- send you extra statements by post or email within 1 working day of you asking for one.

If you ask for a refund we will:

- tell you within 1 working day of you asking for a refund if there is any problem with your request
- make any refund within 15 working days.

To keep you well informed about your rent account, we will normally:

For more information please contact us. Or visit our website www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,
Southgate House, Southgate Street, Gloucester GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)

or 01452 530626 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu