



PAYING YOUR RENT



Your rent pays for your home and the services you get from CCG.

Without this money, we could not provide decent homes and services to tenants.

As part of your tenancy agreement with CCG you have agreed to pay us rent for your home.

This means that your rent, together with any service charge or Supporting People charge, is payable weekly in advance. Rent usually increases in April in line with guidance from the Welsh Government. You will be given four weeks notice in writing of changes to your rent.

HOW TO PAY YOUR RENT AND OTHER CHARGES

There are several ways you can pay your rent and other charges like home contents insurance. These include:



Direct Debit



Post Office/Pay point



Telephone

WWW...

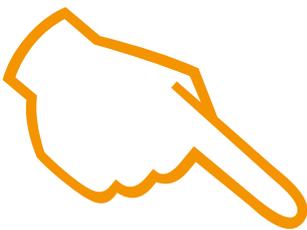
Internet



Text message



Standing Order



Call us on **0300 123 8084**
or visit **www.ccgwynedd.org**



DIRECT DEBIT

The easiest way to pay your rent is by Direct Debit. Once it is set up, you don't need to do anything. CCG will arrange for the Direct Debit amount to be changed if there are any changes in the rent you pay. You will be informed of any changes before they are made.

Our paperless Direct Debit means that you do not even have to fill in a form – a CCG staff member will take the details from you over the phone, and you will then get a confirmation letter setting out the payment amount and dates.

To set up Direct Debit, phone us on 0300 123 8084, or call into one of our area offices. All you need is your bank account details (sort code and account number) – we'll do the rest.



BY TELEPHONE

CCG accepts payment by debit card over the telephone. Call us on 0300 123 8084.



POST OFFICE OR PAYPOINT

Your CCG swipe card can be used to pay your rent at all Post Offices and many local shops, or wherever you see the Paypoint symbol.

All Paypoint outlets have long opening hours, a 24/7 telephone service and internet payment options to provide other convenient ways of paying at times to suit you.

If you have any questions about using the swipe card, please feel free to contact us.

WWW...

INTERNET PAYMENTS

If you want to pay your rent over the internet, please click on the link on our website; www.ccgwynedd.org.

You will need your swipe card and debit card to do this. If you don't have a swipe card, please contact us to arrange for one to be sent to you free of charge. Internet payments will usually take up to 3 working days for your payment to show on your rent account.



TEXT PAYMENTS

To begin securely texting your rent payments, you just need a UK registered mobile phone, a CCG swipe card and a current debit card.

Step 1: Register online to set up your card details – go to www.allpayments.net/textpay/login.aspx to do this. If you do not have internet access, you can do this at one of CCG's area offices. You only have to register once, unless any of your details (e.g. your debit card) change.

Step 2: Once you have registered, each time you want to make a payment simply send a text to **81025** with the following details "Pay rent" and the amount you want to pay and then your text password which is the last four digits of your debit card number.

Step 3: You will then receive a text back confirming the payment.

DIFFICULTIES IN PAYING YOUR RENT?

If you are having difficulties in paying your rent, please contact us as soon as possible so we can help you. By seeking help early you can reduce the chance of your rent arrears getting out of control.

We can help by discussing the best way forward or directing you to other agencies. In some circumstances, you may be entitled to other benefits. Please contact us for more information; we may be able to advise you further.

You can also seek independent advice and assistance by contacting:

Shelter Cymru:
0845 075 5005

Citizens Advice Bureau:
08444 772020 / 08454 503064

Cartrefi Cymunedol Gwynedd is committed to providing advice and support to our tenants so they can sustain their tenancies. However, if needs be, we will take firm but fair action to prevent arrears.



STANDING ORDER

To pay your rent by Standing Order please contact CCG and we can set it up on your behalf.

If you would like to receive this leaflet in a different format, such as Braille, large text or in another language, contact us on 0300 123 8084.