



Paying your rent

Castlehill understands that there may be times when it is difficult for you to pay your rent. If you are finding that your current situation is affecting your ability to pay your bills, please contact your Housing Officer as soon as possible. They can help try to prevent arrears from escalating.

We recognise that there will have to be a degree of flexibility concerning rent, but it should remain your priority bill. Rent and services will be charged in the normal way on the 1st, 5th, 22nd or 30th of the month and there are many ways you can make payments, details of which are all available on the Castlehill website.

My Home

Our tenant portal My Home gives tenants the opportunity to effectively manage their own tenancy, showing rent, charges and arrears in real time. Registration is simple and enables payment night and day in a way similar to most online shopping and banking.

Allpay

We know many of our tenants use the **Allpay system** to pay their rent and bills. Castlehill tenants can now use some additional Allpay services, to help tenants pay their rent without having to leave home.

Those who use Allpay can make secure online payments using their card at www.allpayments.net. It is quite simple, you use your payment reference number or the number on the barcode from the Allpay card and your bank card.

For those who cannot access the internet for payment purposes, you can also use your Allpay card to make telephone payments, 0330 135 9510 there is a simple automated telephone system which is available to those tenants who wish to use it – again you simply have to register and the system will take you through making a payment.

Allpay also offers a mobile app – which is available on both Android and Apple smartphones – again after you set it up using your bank card you can make regular payments.

If you would like to start using Allpay to pay your rent please click [here](#) to request an allpay card. The card will sent to you direct from Allpay.

You can find out where your nearest Post Office is [here](#). You can find out where your nearest PayPoint outlet is [here](#).

Online banking

You can use your internet banking to pay your rent.

Simply send your payment to Castlehill Housing Association using:

sort code: 82-60-11 Account number: 70175463

You must use your tenancy number as the reference (so we can get the money into the right account) contact 01224 625822 option 4 and speak to a member of the Housing Services Team to find out their tenancy number for online banking payments, .

Direct Debit

These are set up to make monthly payments direct to Castlehill from your bank account. You can pick one of four dates in the month to make your payment on. We automatically adjust the payment amount for you when your rent changes each April rest assured we will give you notice before any change.

Please remember to include your name and address, tenancy number with the name on the bank account, sort code and bank account number when requesting a form.

[Request a direct debit form](#)

Standing Order

We can provide you with a form to give to your bank so you can set up a regular rent payment. A standing order enables you to choose the date that payment is taken. Please remember to include your name and address when requesting a form.

[Request a standing order form](#)

Universal Credit

Universal Credit is a payment to help with your living costs. You may be able to get it if you're on a low income or out of work. If you are entitled to Universal Credit your eligible housing costs are included in your monthly payment.

Advice on how to apply for Universal Credit can be found [here](#)

Housing Benefit

You can claim Housing Benefit if you are responsible for paying rent in the property you live in and have reached state pension age. You may still be able to make a claim for Housing Benefit if you are working age and you already get Jobseeker's Allowance (Income-Based), Employment and Support Allowance (Income-Related) or Income Support and your award includes the severe disability premium.

If you do not fall into one of the above categories and need help with your housing costs, you should make an application for Universal Credit.

Click [here](#) to apply for housing benefit if you live in Aberdeen

Click [here](#) to apply for housing benefit if you live in Aberdeenshire

Click [here](#) to apply for housing benefit if you live in Moray

Contact your Housing Officer if you require help.
Or call the Tax Credits Helpline on 0345 300 3900
or online at <https://www.gov.uk/manage-your-tax-credits>

