

Paying your rent

Anyone can experience lean times – if you have money worries, it's always best to contact us early on so that we can help.

We offer support to all our residents. So if you need help with managing your finances, budgeting or prioritising your debts, do get in touch – we can check that you're receiving the correct benefits too.

We're always happy to provide support, advice and reassurance on any aspect of your tenancy – we want you to enjoy living in your Howard Cottage home.

To find out more, call us on 01462 683307, visit our website (www.howard-cottage.co.uk) or contact your Housing Officer.

How to pay your rent



Direct Debit – for weekly, fortnightly or monthly payments
Call us on 01462 683307.



By phone
Pay with a debit card (there is a 2.15% charge for a credit card).
Call us on 01462 683307.



Any Post Office or anywhere displaying the PayPoint sign
Pay in person with a debit card, by cash or cheque.



Allpay
Pay with a debit card – available 24 hours a day, seven days a week.
Call 0844 557 8321 or download the app on your smartphone.



Online banking
You can pay online at any time (www.allpayments.net). Remember that you'll need to have your debit card and your Allpay card to hand!



*Striving for excellence
in all that we do*

Useful numbers

Citizens Advice Bureau	0344 444 4111
Step Change Debt Advice	0800 138 1111
Housing Benefit (NHDC)	01462 474597
Housing Benefit (Central Beds)	0300 300 8306
Housing Benefit (Welwyn & Hatfield)	01707 357000
Money Advice Line	0300 500 5000
Consumer Credit Counselling Service	0800 138 1111
National Debtline	0808 808 4000
Luton County Court	0300 123 5577



*Striving for excellence
in all that we do*

... in the ways that we work,
... in the homes we build and maintain,
... in the communities we serve.

Contact details

Howard Cottage Housing Association
Pioneer House
Norton Way South
Letchworth Garden City
Hertfordshire SG6 1NY
Telephone: 01462 683307
www.howard-cottage.co.uk

A charitable housing association



business for neighbourhoods

This leaflet can be made available in large print, audio, Braille and other languages.