

## How will I keep track of my payments?

Every time you make a payment using your card you will receive a receipt. This is your proof of payment so please keep it in a safe place until you check it against your rent statement.

## Can I use the card to pay my Council Tax?

No. Please use your Council Tax Payment Card.

If you would like this information about the card you can use to pay your Housing Rents & Charges in your own language please tick the relevant box, complete and return the form to the freepost address below.

**Albanian**  
 Nëse e doni në gjuhën tuaj këtë informacion mbi kartën që mund të përdorni për të paguar Qiratë dhe Detyrimet tuaja të Banimit, ju lutem shënjoni  kutinë përkatëse, plotësoni dhe ktheni formularin tek adresa e mëposhtme me postim falas.

**Kurdish**  
 Hek hun vë agahiya li ser karta ku hun dikaniin ji bo dayina Kirê û Mesrefên Xani bikar binin bi zimanê xwe dixwazin, ji kerema xwe qutîka eleqedar îşaret bikin, formê tije bikin û bişînin bo navnîşana jêrin a Posta Bêperê

**Bengali**  
 আপনার বাড়িভাড়া এবং অন্যন্য খরচ পরিশোধ করার জন্য যে কার্ড আপনি ব্যবহার করে থাকেন তার সম্পর্কে এই তথ্য আপনি যদি আপনার নিজের ভাষায় পেতে চান, তাহলে উপযুক্ত বাগ্মি টিক চিহ্ন দিন এবং ফর্ম পূরণ করে নিচের ইস্টিপোস্ট বা বিনা ডাকখরচের ঠিকানায় ফেরত পাঠান।

**Somali**  
 Hadaad rabto in luuqadaada lagugu tarjumo macluumaad ku saabsan kaarka aad ku bixin karto kirada iyo lacagta biyaha dadka Cayr qaata (Housing Rents & Charges), fadlan sax mari sanduukhan, soo buuxi foomka kuna soo dir ciwaanka hoose ee boostadu bilaash tahay

**French**  
 Pour obtenir dans votre langue ces informations sur la carte dont vous pouvez vous servir pour payer votre loyer et vos charges locatives, cochez la case voulue, remplissez et renvoyez le coupon à l'adresse ci-dessous (inutile de timbrer)

**Turkish**  
 Ev kirası ve diğer ilgili giderleri ödemede kullanabileceğiniz bu kart ile ilgili bilgileri kendi dilinizde istiyorsanız ilgili kareyi işaretleyip formu doldurarak aşağıda verilen, posta ücreti gerektirmeyen adrese gönderiniz

### Important notes:

Any mention of the word 'rent' does not imply that a tenancy has been created and you should refer to your tenancy, licence, or occupation agreement for confirmation of your status.

Any reference to 'tenant' may include licensees and other persons receiving accommodation via the Council. The use of this term does not imply that a tenancy has been created. You should refer to your occupation agreement for clarification regarding your status.

Please tell us if you would like a copy of this leaflet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print    On disk    On audio tape  
 In Braille    In another language,  
 please state: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

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# Housing Rent & Charges Card

# What it is & how to use it



Homes for Haringey

working together



Haringey Council

# What is a Housing Rents & Charges Card?

Your Housing Rents & Charges Card is a convenient way to pay:

- rent on your home or garage
- other housing accommodation charges (including water rates and service charges).

It never runs out and can be used at any local Post Office® branch and any outlet displaying the Pay Point logo.



**This is not a credit or debit card.**

**It cannot be used to make purchases or withdraw cash.**

## Who will receive a Housing Rent & Charges Card?

Tenants and other persons who have been accommodated by Haringey Council may receive a Housing Rent & Charges Card.

If you have a joint tenancy, each named tenant will receive a Housing Rent & Charges Card. It does not matter who makes a payment, the amount will appear on your rent statement.

If you would prefer to pay your rent by Direct Debit please contact the Rent Accounts team. The address and phone number are in the black box on the right of this page.

## What if Rent Arrears Direct currently pays my rent?

You will still get a Housing Rent & Charges Card. Even though you do not need to use it now your circumstances may change in the future so please keep it in a safe place.

## How do I use the card?

Hand the card and your payment to the counter staff at any Post Office® branch or PayPoint outlet. They will swipe the card through the machine and key in the amount you want to pay. When the transaction is complete your card will be given back to you along with a receipt.

## Where can I use the card?

You can use the Housing Rent & Charges Card at any Post Office® branch or PayPoint outlet. If you want information about your nearest outlets please contact the Rent Accounts team. The address and phone number are in the black box on the right of this page. You can also visit [www.allpay.net/outlets](http://www.allpay.net/outlets) for a detailed list.

## When can I start using the card?

You can start to use the Housing Rent & Charges Card as soon as you receive it.

## Can someone else make a payment for me?

Yes. A carer, relative or friend can use the card to make a payment on your behalf.

## Can money be stolen from my account using the card?

No. The card can only be used to make payments. Money cannot be taken out of your rent account.

## What are the advantages of using the card?

You can use the Housing Rent & Charges Card at any Post Office® branch and PayPoint outlet. Many of these are in local shops and petrol stations, some of which are open outside normal working hours. This means it is easier for you to make a payment at a time and place that suits you.

The Housing Rent & Charges Card never runs out so you will never miss a payment while waiting for a new rent book.

## What if I lose my card or it is stolen?

If your card is lost, damaged or stolen, or if you have any questions about the Housing Rents & Charges Card, please contact:

Rent Accounts Department  
13/27 Station Road  
Wood Green  
London  
N22 6UW.  
Tel: 020 8489 3449