

The background of the entire page is a photograph showing a person's hand holding a credit card over a smartphone. The scene is dimly lit, with a teal or blueish tint. The word 'woven' is printed in white, lowercase letters in the top right corner. The credit card has some text on it, including 'Apply' and 'Card', which is partially visible. The smartphone is positioned below the card, and its screen is dark.

woven

**Step by step  
guide to rent  
and available  
methods of  
payment.**

**RENT PAYMENT**

# Rent Payment

There are many quick and easy ways to keep up to date with your rent payments. Remember, whichever method you choose, you remain responsible for payments reaching us on time.

**ALLPAY PAYMENT APP** offers the most secure and convenient way to pay your rent, providing the flexibility to make payments anytime.

Download for  
**FREE** from the  
App Store or  
Google play



You will need: your 19-digit Allpay card number, your debit or credit card number, expiry date and three-digit CVV (Card Verification Value) number on the back of the card.

Further information about the app and FAQs go to: [www.allpay.net/app](http://www.allpay.net/app)

\*If you do not have a smartphone or are unable to download the app, there are several alternative ways to pay your rent.

**DIRECT DEBIT** provides a convenient, secure, and reliable way to ensure payments are made regularly from a Bank or Building Society account. The scheme is protected by the Direct debit Guarantee

By signing up for a Direct Debit you are giving your bank or building society permission to allow payments to be debited from your account and transferred to Woven.

To set up a Direct Debit contact your Housing Officer. You may be charged an initial Direct Debit set up fee by your bank or building society but all other costs involved with collecting the payments are met by Woven. Payments are collected by Allpay Ltd on behalf of Woven who will advise you of commencement date and frequency of payments. If rent changes, your payments will be automatically adjusted.

**ONLINE** payments are secure, quick and easy and provide you with the ability to pay your rent at any time at [Allpay](#) - you will need your Allpay card number, your debit or credit card number and three digit CVV.

**CALLPAY** is alternative way to make rent payments by telephoning one of offices - Belfast 028 9042 7211 or Northwest 028 7136 0015

**ALLPAY CARD**, provided to you when your tenancy starts, allows additional payment methods if you do not have a bank account. You can use the payment card at any Post Office or Pay Point retail outlet displaying a Pay point sign.

We encourage you to pay your rent by the above methods but, where this is not possible, we also accept payments by cheque either by post or made in person over the counter at your regional office.

**UNIVERSAL CREDIT / HOUSING BENEFIT:** If you are in receipt of benefits, Housing Benefit or the housing element of Universal credit can be paid directly to your rent account. If this does not cover the full amount of your rent you still need to pay us the difference.

You may receive the payment of your Housing Costs directly to you. It is important that you check your Universal Credit journal when you receive a payment to ensure that payment of your housing costs is paid to Woven and not included in the payment you received. If you receive the payment of your housing costs directly to you need to pay the full amount of the rent directly to Woven.

## **RENT/SERVICE CHARGES**

Under the terms of your Tenancy Agreement, you have an obligation to pay rent rates and service charge (if applicable) every week. You must:

- Make every effort to pay your rent on time
- Respond to letter, texts or letters from our staff
- Make sure that you have provided the NI Housing Executive with all the information they need to process to Housing Benefit claim
- Make sure you have provided the Department for Communities with all the information they need to process your Universal Credit claim.

**If you experience difficulties paying your rent, contact your Housing Officer immediately. You will be provided with assistance, support and can agree an affordable arrangement for any arrears.**

## Further information on rents and service charges

Rent becomes due on a Monday and is payable every week. We also collect your rates together with your rent on behalf of Land and Property Services and they may be subject to annual increases. Wherever possible we will give you reasonable notice of an increase.

You may be liable to pay a service charge. The charge is based on the actual cost of delivering services which are particular to housing scheme in which you live. The service charge for each scheme is, therefore, calculated individually and based on expenditure for the past year plus/minus any deficit or surplus on the service account plus inflation.

At the time of signing up for a property, your Housing Officer will complete a Schedule of Service Charge items, detailing the services and the weekly cost for each service. These costs are reviewed annually and may increase or decrease.

## Welfare Advice Service

We have an in house Welfare Advice Service dedicated to helping tenants with any difficulties around rent payments and providing advice and support with benefits. If you would like to avail of this service please contact one of our offices or ask your Housing Officer to arrange for our Welfare Advice Officer to contact you.

**woven**

**INVESTORS IN PEOPLE**<sup>®</sup>  
We invest in people Gold



The Responsible  
Business Network  
Northern Ireland



Laganwood House  
44 Newforge Lane  
Belfast BT9 5NW

Exchange House  
2nd floor, Queens Quay  
L/Derry BT48 7AS



028 9042 7211

028 7136 0015



info@woven.org.uk



woven.org.uk

woven's offices are open:  
08:45 to 16:45 Mon to Thurs  
08:45 to 16:30 on Fridays

