

My Housing Tenancy

You can check your rent balance online by using My Housing Tenancy.

Follow the instructions at:
www.swindon.gov.uk/myhousingtenancy
to register online.

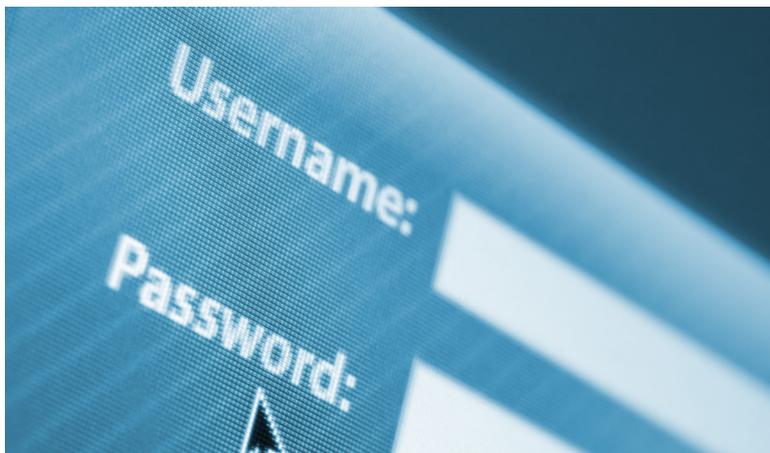
You can also request repairs, view your Neighbourhood Housing Officer contact details and update your personal information.

For further assistance, please contact your Neighbourhood Housing Officer

Tel: 01793 445503.

Email: housing@swindon.gov.uk

www.swindon.gov.uk/myhousingofficer



This information is available on the internet at:
www.swindon.gov.uk



A guide to paying your rent



Housing

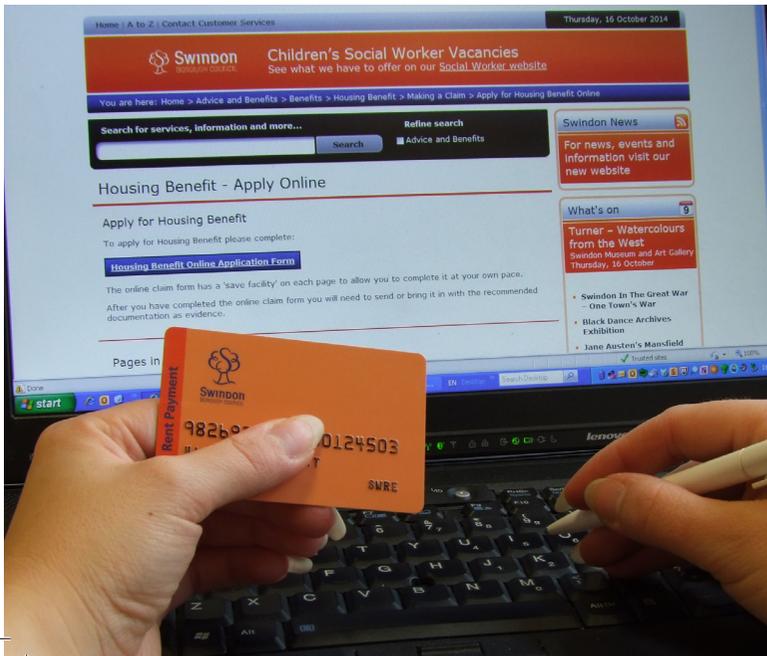
 **SWINDON**
BOROUGH COUNCIL

Ways to pay your rent:

Your rent is due weekly in advance. However, we are happy for you to pay fortnightly, four weekly or monthly, but these payments must also be made in advance to ensure your rent account is never in arrears.

You will be issued with a rent payment card which you will need when paying at the Paypoint outlets or the Post Office.

The card will have your 13 digit account reference number. You will also need this number when paying by telephone or over the Internet.



Direct Debit: Monthly in advance on 1st, 5th, 15th, 21st or 27th of each month.



Online:
www.swindon.gov.uk/payrent



Automated phone payments: by debit or credit card 24 hours a day. Tel: **0845 603 5058** (local rate).



App: The 'allpay' app is free to download and enables you to pay your rent using your smartphone or tablet.



PayPoint: Cash at any outlet using your rent payment card. Visit: www.allpay.net/outlets to find your nearest outlet.



Post Offices: Debit cards, cheques and cash at any Post Office using your rent payment card.



Cheque: Payable to Swindon Borough Council and sent to Housing or dropped into Swindon Direct, One Stop Shop. Please put your rent reference number on the back. Do not send cash.

Housing Benefit: (if eligible) Claiming Housing Benefit is the tenant's responsibility. You can claim online at:
www.swindon.gov.uk/housingbenefits
or tel: **0345 3022 316** for advice.

Please note there is a 1.75% surcharge on all credit card payments