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Ways To Pay Your Rent

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As a tenant of Blackpool Coastal Housing, it is your responsibility to make sure your rent is paid each week. Rent payments are due on a Monday and the Rents Team check and monitor rent accounts each week to ensure that payments are kept up to date. There are many ways you can pay your rent - please see below for further details:

Direct Debit

This is a 'hassle free' way to make sure your rent is paid on time.

We now provide you with the option to pay your rent or other charges by Direct Debit on any day of the month.

You can now make weekly, fortnightly, 4 weekly or monthly payments. This offers you more flexibility in the way that you pay your rent and other charges.

Direct Debits can be set up over the phone without the need to fill in any paper forms. Any customers interested in setting up a Direct Debit should call The Rents Team on 01253 477942 or email us at rent@bch.co.uk for further information.

Alternatively, you can print off a copy of the Direct Debit form here.

Please note that if we are unable to collect your Direct Debit due to insufficient funds we will reapply for the payment within 5 working days. If you are unable to pay by direct debit it is your responsibility to cancel it and contact the Rents Team to make an alternative arrangement to pay your rent.

Standing Order

A Standing Order is when you set up a payment directly from your bank account to ours. This is more flexible than a direct debt as payments can be made weekly, fortnightly or every four weeks. If you wish to pay by this method please contact The Rents Team at Blackpool Coastal Housing on 01253 477942 who can provide you with the details or send out a form. Alternatively, you can print a copy here. **Please note that this Standing Order form contains our new Bank Account details that come into effect on 1st March 2015.**

Payment Cards

If you are a tenant or a former tenant of BCH, you can request a payment card to pay your rent. Once your card arrives you can make cash payments at local post offices, the Town Hall or local shops with the PayPoint logo (see here for details of your nearest PayPoint). Please contact The Rents Team at Blackpool Coastal Housing on 01253 477942 so we can order a card. There are no charges for this, although they can take 3-5 working days to arrive. Garage accounts, rechargeable repairs and court costs can also be paid this way.

Internet Payments

These can be made via the Blackpool Council website: www.blackpool.gov.uk

Credit/ Debit Cards

You can make a telephone payment with a credit or debit card via:

- Customer First (any phone payment): 01253 477477
- Automated Telephone payments: 01253 478751 - *this is available 24hrs a day, 7 days a week. Choose Option 4 and follow the instructions*
- For Emergency Housing (hostels) and Leaseholders: 01253 477985 or 477984 or 477906
- For current or former tenants of BCH: 01253 477942
- Visit the payment kiosks at the Customer First Centre, Blackpool Town Hall, Corporation Street.

Customer First Centre

All methods of payments can be made at Customer First, Corporation Street, Blackpool. They are open Monday to Friday 9am until 5pm. Tel: 01253 477477

By Post

Payments by cheque or postal order should be sent to Blackpool Council, PO Box 50, Blackpool, FY1 1NF. **Please make your cheque payable to Blackpool Council NOT Blackpool Coastal Housing** and write your address and rent account number on the back. Ensure your cheque is crossed with the words Account Payee. Post-dated cheques are not accepted. If you require a receipt you must request one with the payment.

Housing Benefit

If you feel you may be entitled to Housing Benefit you need to contact Blackpool Council direct on Tel: 01253 478847 or visit them at the Customer First Centre, Corporation Street, Blackpool. It is your responsibility to ensure your rent is paid and this includes claiming Housing Benefit and ensuring it is in payment. If you only receive part Housing Benefit then you must make sure you make up the difference in rent with one of the other payment methods above. For more information on Housing Benefit please visit Blackpool Councils website here.

If you are struggling to keep up with payments on your rent account, please contact us at the Rents Team.

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