

wulvern

# how to pay your rent



# How to pay your rent

**There are many easy ways to pay your rent simply choose the method that suits you!**

## **Direct Debit**

If you have a bank or giro account it is possible for you to pay your rent by Direct Debit. This is the easiest method of payment for the majority of our customers. If you would like to use this method of payment, please contact The Income Management Team on 01270 503651 or 01270 503653 and we'll send you a form to complete.

## **Standing Order**

Standing order is a similar method of payment to Direct Debit as your payment will automatically come out of your bank account each month. However you are required to inform your bank of the details and also any changes. If you would like to use this method of payment, please contact The Income Management Team on 01270 503651 or 01270 503653 and we'll send you a form to complete.

## **On-line**

If you have access to the internet you can easily pay your rent on-line by visiting [www.wulvernhousing.org.uk](http://www.wulvernhousing.org.uk) and clicking on the 'Pay your rent' section on the right hand side. To pay via this method you must have a debit or credit card.

## **In-store**

You can also use your rent payment swipe card to make payments at many retail outlets. Simply take your card and your payment to the counter where you will be given a printed receipt as proof of payment.

- Pay at any Post Office with cash, cheque or debit card
- Pay at any Woolworths with cash or debit card
- Pay by cash at any store or petrol station displaying the Pay Point logo
- Pay by cash or debit card at any store or petrol station displaying the PAYzone logo

### **Over the telephone**

You can pay your rent via the telephone with a credit or debit card, along with your Allpay card, simply dial 0870 243 6040.

### **Post**

You can send a cheque or postal order to The Income Management Team, Wulvern House, Electra Way, Crewe, CW1 6GW. Please make them payable to 'Wulvern Housing', and make sure you include your rent account reference details. Please don't send cash through the post.

### **Having difficulties paying?**

If you are having trouble paying your rent for whatever reason, please contact The Income Management Team on 01270 503651 or 503653. We will happily talk through a range of options available to help you.





## Contact details:

### **Wulvern House**

Electra Way  
Crewe  
CW1 6GW  
Call 01270 506200

### **Wulvern Choices Crewe**

Edleston Road  
Crewe  
Call 01270 506200

### **Wulvern Choices Nantwich**

Beam Street  
Nantwich  
Call 01270 506200

### **Opening hours for**

#### **Wulvern Head Office**

Monday – Friday 8.30am – 5pm

### **Opening hours for**

#### **Wulvern Choices Crewe**

Monday 9am – 5pm  
Tuesday 9am – 5pm  
Wednesday 9am – 5pm  
Thursday 10am – 5pm  
Friday 9am – 5pm

### **Opening hours for**

#### **Wulvern Choices Nantwich**

Monday and Thursday  
9.30am – 12.30pm  
1.30pm – 5pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

#### Arabic

لتلقى معلومات في لغتك الرجاء أطلبها منا على الرقم  
01270 506200

#### Chinese

如欲索取閣下語言的資料，請致電  
01270 506200 向我們查詢

#### Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200  
નંબર પર ફોન કરીને અમને પૂછો.

#### Italian

Per informazioni nella vostra lingua siete pregati  
di contattare il seguente no.01270 506200

#### Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه به یوه ند یمان بئێ بکه به  
01270 506200

#### Polish

Po informacje w języku polskim prosimy  
dzwonić pod numer 01270 506200

#### Portuguese

Para informação na sua linguagem, por favor  
fale com nos, 01270 506200

#### Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,  
01270 506200

#### Urdu

اچھی زبان میں مزید معلومات کیلئے براؤمر یا فنی 01270 506200 پر رابطہ کریں۔



[www.wulvern.org.uk](http://www.wulvern.org.uk)

**01270 506200**