

You can make a complaint, comment or compliment about the services provided by Sadeh Lok by speaking to a member of staff either face to face or over the telephone, by sending a letter, e-mail or fax or by completing a customer feedback form.

Sadeh Lok
Trafford House
11 Halifax Road
Huddersfield, HD3 3AN
Tel: 01484 435715
Fax: 01484 432645
E-Mail: customerservices@sadehlok.co.uk
www.sadehlok.co.uk

Office Opening Hours:
Monday to Friday 9.00 a.m. to 5.00 p.m.

Sadeh Lok offices at Trafford House may not be accessible to you if you have mobility difficulties.

If you do have mobility difficulties and you would like to speak to a member of our staff in person, please contact Sadeh Lok's Customer Service Team on **01484 435715** who will be happy to arrange either a home visit or an appointment to meet you at another suitable location

If you would like this information explaining in your language or in large print, Braille, or audio formats, please contact our office on 01484 435 715 where a member of staff can help. **(English)**

ته گه ر قاره زووت کرد له وه ی که ته م زانیاریانه روون بکریته وه به زمانی خوت یا به پیستی چاپکراوی گه وره، به نویسنی برابیل (بو کویره کان) بیان به توماری ده نگ له سه ر کاسیت، به یارمه تیت په یوه ندی بکه به فه زمانگه که ی قیمه وه به هوی ته م ژماره ته له فونه وه 01484 435 715 ته و کاته په کچک له ته ندامانی کارگیری ته توانیت یارمه تیت بدات. **(Kurdish)**

اگر آپ کو ان معلومات کی وضاحت اپنی زبان میں درکار ہو یا آپ سے بڑی لکھائی یا بریل میں یا آڈیو ٹیپ پر چاہتے ہوں تو براہ مہربانی ہمارے دفتر سے ٹیلی فون نمبر: 01484 435 715 پر رابطہ کریں۔ وہاں پر موجود ہمارے عملے کا کوئی ممبر آپ کی مدد کر سکتے گا۔ **(Urdu)**

Ako zelite ove informacije objasnjene (prevedene) na vasem jeziku ili stampano Velikim slovima, brailleovim pismom (za sljjepe osobe), ili audio (kasetama) formatu, molimo vas da nazovete nas ured na br. 01484 435 715 gdje nasi clanovi su na usluzi. **(Bosnian)**

આ માહિતી તમને તમારી ભાષામાં સમજાવવામાં આવે અથવા મોટી છપાઈમાં, બ્રેઇલમાં અથવા ઓડિઓ સ્વરૂપોમાં મળી રહે એવું જો તમે ઇચ્છતા હોય તો, મહેરબાની કરી અમારી ઓફિસનો 01484 435 715 નંબર પર સંપર્ક કરો જ્યાં અમારા સ્ટાફનો કોઈ સભ્ય તમને મદદ કરી શકે છે. **(Gujarati)**

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ, ਜਾਂ ਆਡੀਓ ਰੂਪ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫਤਰ ਨਾਲ 01484 435 715 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਿੱਥੇ ਸਟਾਫ ਮੈਂਬਰ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਨ। **(Punjabi)**

Leaflet No. R&A03



A Guide for using your Rent Payment Card



Reader Group approved

If you would like this leaflet in any other format please contact the Customer Service Team on **01484 435715**

E-Mail: customerservices@sadehlok.co.uk
www.sadehlok.co.uk

Paying your rent and service charge

You must pay your rent and service charge regularly in advance.

At the start of your tenancy we will ask you which method of payment you want to use. You can decide to change your payment method at a later date.

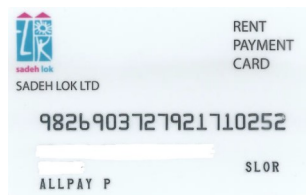
Remember your home is at risk if you fail to pay your rent

What is a Rent Payment Card?

A rent payment card is a plastic swipe card that holds your name and rent account reference number. It ensures that any money you pay at a Post Office or PayPoint outlet will reach your rent account. It is not a credit card and has no monetary value.

What Information is Printed on the Card?

1. Card reference number
2. Your name
3. Your tenancy reference number



Where can I pay?



You can pay your rent using the rent payment swipe card at any Post Office or retail outlet offering the PayPoint facility.

Post Office

Payments can be made in cash or by cheque. If paying by cheque you will need to make this payable to "Post Office Limited".



Cash



You can make a payment by cash in person at Sadeh Lok's office at Trafford House, 11 Halifax Road, Huddersfield, HD3 3AN or if you are disabled or unable to get to the office and wish to pay by cash you can ring the Customer Service Team on **01484 435715** who can arrange for an Income Officer to come and collect the rent from your home.

Cheque

You can post your cheque to Sadeh Lok at Trafford House, 11 Halifax Road, Huddersfield, HD3 3AN – please make your cheque payable to "Sadeh Lok Housing Group Ltd".



Please make sure you write your name, address and payment reference number on the back of your cheque if you do not know what your payment reference number is then please contact the Customer Service Team on **01484 5435715** who can tell you this number. A receipt will be posted to you.

**If you have any difficulties in paying your rent
please don't delay, speak to us today.**

Other Ways to pay your Rent and Service Charges

Direct Debit

This is the simplest and most convenient way for you to pay your rent. Your bank will pay your rent directly to Sadeh Lok and you can arrange to pay every week or every month in advance.

If you think there is not enough money in your account to cover your rent you should contact the Customer Service Team immediately who will give you advice on what to do. If your rent changes the amount you pay will be adjusted automatically.

To set up a Direct Debit contact Sadeh Lok's Customer Service Team on **01484 435715**.

Callpay

To pay this way you must have a debit card. Ring the Customer Service Team on **01484 435715**. The Customer Service staff will ask you various security questions and the amount you wish to pay. You will need to have your debit card available so you can give your card details. You will then be given a payment reference number.

Standing Order

You can get forms for standing order payments from our Customer Service Team on **01484 435715**. You are responsible for making any changes to the amount you pay according to your current rent.

PayPoint

Services are available in a wide number of newsagents, corner stores and petrol stations, many of which are open early mornings, late at night and at weekends. Payments can be made by cash.



How do I pay my rent with the card?

You simply hand your card, together with your cash or cheque, to the cashier and tell them how much you are going to pay. The cashier will return the card to you with a receipt for the amount you have paid.

On Line

You can make payments on line, first you need to register with Allpay at <https://www.allpayments.net/allpayments/>

Allpay App

You can make payments if you have an Apple or Android smartphone using the Allpay App. This is available to download for free from Apple App Store or Google Play.

Will the cashier know how much I should pay?

No. The cashier will have no access to any personal rent information. If you have any enquiries about the rent due or other tenancy issues please contact your Income Officer on **01484 435715**.

The receipt that the cashier will give you is your proof of payment and you should check it and keep it safe until you receive your rent statement.

What information is printed on the receipt?

1. Post Office or PayPoint Address
2. The date and time your payment was made
3. Name of Landlord: Sadeh Lok Housing Group
4. The amount paid
5. The method of payment

When does the payment show on my rent account?

In normal circumstances the payment should show on your rent account within 5 working days.

When will I receive a rent statement?

We will send you a statement of your rent account four times a year. If you require additional statements we can provide these on request.

What about the rent payments for my garage, parking space or shed?

You will receive a card for each rent account that you hold. Each card will say if it is for the garage, parking space or shed.

What happens if I lose or damage my card?

Don't worry. Just contact Sadeh Lok Customer Services Team on **01484 435715** as soon as possible and ask them to order a replacement card for you. This will normally be with you within 10 working days.

What if my rent changes?

You can continue to use the same card.

Can I get someone else to pay my rent for me?

Yes. If you cannot get to the pay points yourself, you can ask someone else to make a payment on your behalf using your card.

What happens if I move house?

If you move home, do not give the card to the new occupier. The card is personal to you. We will send you a new card for your new property if you are still a Sadeh Lok tenant. If you owe any rent on your previous Sadeh Lok property you should continue to pay this using the card for the old house.

