



## Direct Debit or Standing Order

Monthly or weekly payments can be made directly from your bank account by Direct Debit or Standing Order. To arrange payment by this method, please contact us on 03000 200 217.

## Cash, Cheque or Debit/Credit Card

Payments can be made in cash, by cheque or by Debit/Credit Card in our office. You can also pay by Debit or Credit Card over the telephone during office hours on 03000 200 217.

Cheques can be sent to us by post to:

### **Eildon Housing Association**

The Weaving Shed, Ettrick Mill, Dunsdale Road, Selkirk TD7 5EB

Cheques should be made payable to:

Eildon Housing Association Ltd. Please ensure your name and address is on the back of your cheque.

## AllPay

You can use your AllPay card in a number of different ways to pay your rent at a time that suits you.

- Mobile App
- PayPoint Outlets
- Post Office
- Over the phone
- By text



Continue reading overleaf for further information.

**Online:** This service is available 24 hours a day, 7 days a week. Use the link on our website [www.eildon.org.uk](http://www.eildon.org.uk) or visit - [www.allpay.net](http://www.allpay.net) click on 'make a payment' and make sure you have your debit or credit card handy, as well as your Allpay payment card.

Download the **AllPay App** from the Apple Store, Windows Phone Store or Google Play and pay your rent using your smart-phone. You will need an AllPay card to use the App.

An **AllPay card** can be used at the Post Office and a range of outlets displaying the PayPoint logo. To request an AllPay payment card, please contact our office on **03000 200 217**.

At **PayPoint outlets** you can make payments using cash or a debit/credit card.

At any **Post Office** branch you can make payments using cash, cheque, or debit/credit card.

**Over the telephone:** This service is available 24 hours a day, 7 days a week. Payments can be made using a debit or credit card. Call **0330 041 6497** and follow the simple instructions please have your AllPay payment card handy.

**By text:** Visit [www.allpayments.net/textpay/logon.aspx](http://www.allpayments.net/textpay/logon.aspx) and follow the steps on screen. Please make sure you have your debit or credit card handy as well as your Allpay payment card.

**If you are on a low income and finding it difficult to pay your rent, you may be entitled to claim Housing or other benefits. Eildon's Tenancy Sustainment Team can help you.**

## Housing Benefit

Housing Benefit helps people with low incomes and low savings to pay their rent. You can apply through Scottish Borders Council. How much you are entitled to will depend on your income, savings and number of people living in your household.

If you have a partner, their income and savings will be included when any benefit entitlements is worked out. The income of any other adults living with you may also be taken into account.

For more information contact Scottish Borders Council on **0300 100 1800** or go to their website at [www.scotborders.gov.uk](http://www.scotborders.gov.uk) click on [Benefits and Grants - Housing Benefit](#) to apply.

## Universal Credit

If you are receiving Universal Credit you will no longer receive Housing Benefit. Your Housing costs will be included in your monthly Universal Credit Payment. You will then be responsible for paying your full rent directly to Eildon.

If you would like more information please contact our Tenancy Sustainment staff using the details below.



The Weaving Shed, Etrick Mill,  
Dunsdale Road, Selkirk TD7 5EB



Customer Service: 03000 200 217



[housing@eildon.org.uk](mailto:housing@eildon.org.uk)



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