



Your Rent

As a tenant, one of your responsibilities is to pay rent. Because WECH is a non-profit organisation, all income received will be spent on managing the business and repairing & improving the estates. Your rent won't be increased more than once a year.

The proposed rent has to be reviewed and agreed with by the board before it can be implemented. You will be given at least one month's notice of any increase in rent.

Your rent payments cover the costs of providing, managing, maintaining and improving your home. It helps to pay for the following:

- General property repairs and maintenance
- Making improvements to ensure our properties are in line with Government standards
- Buildings insurance
- Housing Management costs including dealing with breaches of tenancy, income collection and other tenancy issues
- Office and staffing costs

## Rent Calculation

As not all properties have the same characteristics, not all rents will be the same. Your rent is based on all types of things, such as: the type and size of the property, extra features (e.g. garden), extra services (e.g. gardening) and the policy in place at the time you signed the agreement.

## Rent Payment

Rent is due weekly, on a Monday and in advance. Below you can find the methods you can use to pay:

- Direct Debit

Direct Debit is the easiest and most convenient way to pay, for tenants and leaseholders who have a bank or building society account. To set up a Direct Debit please contact us.

- Pay online using Allpay

You can pay online at [www.allpayments.net](http://www.allpayments.net), or you can download the Allpay app: [From the App Store](#) (iOS) [From Google Play](#) (Android)

- Telephone

You can call WECH's automated payment service with your debit/credit card details on 0330 041 6497. This service is available 24 hours per day, seven days a week. This service is provided by Allpay. Please ensure you quote the reference number on your WECH card

- Shops

With your WECH card, you can pay at any shop displaying the PayPoint, Post Office or allpay.net signs:



To find your nearest PayPoint outlet [click here](#).

To pay online, by telephone or in shops you will need a WECH card - please contact WECH if you require a card.