



*Dear Customer*

**How and where to pay your rent – an important change to payment services at Methuen Park offices**

You can pay your rent:

	<p><b>By bank standing order or direct debit.</b> Please ask us for a form to fill in and send to your bank.</p>
	<p><b>At any post office</b> in the United Kingdom by cash, or by cheque, using the payment card that we sent you when your tenancy started.</p>
	<p><b>On the internet.</b> Go to <a href="http://www.westlea.co.uk/payments">www.westlea.co.uk/payments</a> and have your payment card and debit or credit card ready. (You will need to choose a password the first time you use the site.)</p>
	<p><b>By phone with a debit or credit card.</b> Call 01249 466106 at any time (a recorded message will talk you through the process). You will need to have your payment card and debit or credit card ready.</p>
	<p><b>At any 'PayPoint'.</b> Use your payment card to pay wherever you see the PayPoint logo (in convenience stores, newsagents, supermarkets and service stations).</p>
	<p><b>Through Housing Benefit.</b> You can claim Housing Benefit from your local council. If you need help with your claim, please contact us on 01249 466120.</p>

Please note that, since 1st April 2009, **we have withdrawn the following rent payment methods:**

- payments made over the telephone direct to staff at Westlea's office at Methuen Park, Chippenham (rather than using the 24-hour automated system);
- regular payments (by cash or cheque) made in person at Westlea's office; and
- payments sent by post to the Methuen Park office.

(please turn over)

Having consulted with residents, we are no longer offering these payment methods as they are the least efficient and most costly way for us to receive payments. We sent you a leaflet with your rent account statement in December 2008 notifying you of our proposal to withdraw these payment methods.

By making these changes we will reduce costs; improve efficiency and security; protect your debit and credit card details against fraud; and enable us to further improve our service to all residents. We will redirect any savings made into other services.

**If you have previously used one of the payment methods no longer offered after 1st April 2009, please take a look at the other payment services we provide (listed in the panel on the other side of this sheet) to help you choose the best alternative way to pay.**

If you need a new rent payment card please let us know and we will arrange to have one sent to you.

*For further information, please contact:*

*Customer Accounts team at Westlea on 01249 466120.*