

Contacting us

Woodchurch Housing Office 0151 666 7001
woodchurchhousing@wphomes.org.uk

Rock Ferry Housing Office 0151 666 7002
rockferryhousing@wphomes.org.uk

North End Housing Office 0151 666 7003
northendhousing@wphomes.org.uk

Response Centre 0808 100 9596
housingrepairs@wphomes.org.uk

Wirral Partnership Homes
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Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بنسخة مختلفة، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم 0151 606 3000.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এক এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য নসহকার হয় অথবা এটাকে আপনি অন্য কোনো ফরম্যাটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে যোগাযোগ করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版、錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪ ਵਿੱਚ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

Haddii Ingiriska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔

Ways to pay your rent



WPH



If you need this leaflet in large print, Braille, audio or a different language call 0151 606 3000

Ways to pay your rent

It's your choice - you can pay your rent:

by using your swipe card



All our tenants get a swipe card.

With your card you can make payments at your housing office, some council one stop shops, every post office and other outlets displaying the PayPoint or payzone logos such as shops and garages.

Simply hand over your swipe card and your payment at the counter. If you are paying by cheque, please ask the counter staff who the cheque should be made payable to. Please note: you may not be able to pay by cheque at all outlets displaying the PayPoint or payzone logos.

You can find details of outlets in your area on the internet at www.paypoint.co.uk/whericanipay.htm and www.search.payzone.co.uk

at your local post office

You can pay your rent by cash, cheque or debit card at any post office using your swipe card. Simply hand your swipe card with your payment to the counter staff. If you pay by cheque, make the cheque payable to Post Office Counters Ltd. The counter staff will give you a receipt.

You can also pay by cash, cheque or debit card using the post office's Transcash system, but they will charge a fee for this.

direct from your bank account

If you have a bank account, it's easy and convenient to pay your rent by direct debit. If you would like to do this, please contact your local housing office or a council one stop shop for a direct-debit instruction form to complete. Phone numbers for housing offices are shown in this leaflet.

at your local housing office or one stop shop

You can pay by cash or cheque at any of these offices. If you pay by cheque, please make it payable to Metropolitan Borough of Wirral who deal with these payments for us.

- The Conway Centre One Stop Shop, Conway Street, Birkenhead (Mon-Fri 9am-5pm)
- North End Housing Office, 1-5 St James Road, Birkenhead (Mon-Fri 9am-3.30pm, except Weds 10am-3.30pm)
- Liscard Housing Office, 52 Seaview Road (Mon/Tue/Thurs 9am-3.30pm)
- Woodchurch Housing Office, 78 Hoole Road (Mon-Fri 9am-3.30pm, except Weds 10am-3.30pm).

by post

If you pay by post, please make sure your cheque or postal order is crossed 'a/c payee only' and made payable to Wirral Partnership Homes. Then send it to our address at the back of this leaflet.

by the internet

You can pay your rent on the internet. Simply log onto our website www.wphomes.org.uk or www.billpayment.co.uk. You can

also pay by credit or debit card on the council's website at www.wirral.gov.uk.

by phone

You can pay by phone using your debit or credit card.

Simply phone Wirral Council on 0151 606 2004 between 9am and 5pm Monday to Friday. One of their customer advisers will take your payment and send you a receipt. Alternatively, you may pay via the council's 24-hour automated payment line 0151 606 2345.

housing benefit

If you are entitled to housing benefit, the Housing Benefit section at Wirral Council can pay your rent direct to us.

When you receive a Review Form you must complete and return it to ensure your entitlement continues. If your circumstances change, you must inform the Housing Benefit section on 0151 606 2002.

What if I can't pay my rent?

If you are worried about not being able to pay your rent, it's important to talk to us about it as soon as possible. It's best to contact your local housing office – they will do their best to help you with any problems.

If you have fallen behind with your payments, they can tell you about housing benefit and other benefits you may be entitled to, refer you to an independent advisor and agree with you a repayment plan that you can afford.