

How to Pay Your Rent

There are various ways to pay your rent. Choose the method that suits you. Remember whichever method of payment you choose, you are responsible for payments.

You will be sent an Allpay Payment Card at the start of your tenancy. This has your unique reference number for your rent account and you will need this to make a payment to your account.

Direct Debit

Paying by direct debit is convenient for you and the cheapest way for us to collect rent and any savings we make, can be put back into providing other services. Rent can be paid weekly, fortnightly or monthly. You can arrange it with us over the phone or we will send out a mandate for you to complete. If you want to pay by direct debit or need help to fill in the mandate form, contact our Customer Service Team on **03000 11 00 11**.



Online through “My North Star”

You can pay through our online service, **My North Star**. This is a simple, fast and safe method of paying your rent online. Login or register on My North Star through our website www.northstarhg.co.uk. You can also view your rent account and set up direct debits in **My North Star**.

By phone

Call our Customer Service Team on **03000 11 00 11** with your credit or debit card and Allpay payment card details. This is quick and easy to do.

Paypoint outlets and the Post Office

You can pay at any outlet that displays the Paypoint sign. Outlets includes shops/garages and post offices. There is no charge for this and many are open 24 hours a day. Just take your Allpay payment card and your cash or debit card to make a payment.



At our main offices

You can pay in person using your Allpay Payment card at our main office by cash, cheque or using your debit or credit card.

By post

You can send a cheque made payable to "Endeavour Housing Association" for our Endeavour tenants and "Teesdale Housing Association" for Teesdale tenants, to our head office at Endeavour House, St Marks Court, Thornaby, Stockton on Tees, TS17 6QN. Remember to quote your address or Allpay Payment Card number. Please do not send cash through the post.

If you lose or damage your Allpay Payment Card, please contact our Customer Services Team on 03000 11 00 11 to arrange a replacement card.

If you do not pay your rent you are breaking your tenancy agreement.

We will always take action if you do not pay your rent and this could result in you losing your home. If you are having problems in paying your rent, your housing officer can help you. You should get in touch with them as soon as possible.

You may lose your home if you do not make arrangements to pay your rent in full when it is due.



North Star
Endeavour House
St Marks Court
Thornaby
Stockton on Tees
TS17 6QN

Tel: **03000 11 00 11**
Fax: **01642 678241**
www.northstarhg.co.uk

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