



## ADVICE AND ASSISTANCE INFORMATION

**Please find below details of agencies that may be able to offer you advice or assistance if you are experiencing financial difficulties or have any queries regarding entitlement to Benefits.**

<b>Agency</b>	<b>Contact Details</b>
Paisley HA Advice Team	0141 583 4123 07737 816 221 – <i>you can text/whatsapp to this number also</i>
Advice Works	0300 300 1238 <a href="http://www.renfrewshire.gov.uk/adviceworks">www.renfrewshire.gov.uk/adviceworks</a>
Renfrewshire Council Housing Benefit	0300 3000 204
Citizens Advice Bureau	0141 889 2121

<b>Payment Methods available</b>	
<p><b>Direct Debit</b></p> <p>You can set this up by telephone. Just contact us on 0141 889 7105 (select option 4)</p>	<p><b>Allpay Card</b></p> <p>You can use this at any shop that displays the PayPoint symbol or at any Post office.</p>
<p><b>Debit/Credit Card</b></p> <p>You can use this by telephoning:</p> <p>PHA on 0141 889 7105 (select option 4)</p> <p>Allpay on 0870 7700472*</p> <p><i>*If telephoning Allpay, you will also need your Allpay payment card reference number</i></p> <p>Alternatively you can pay by card in person at our office (<i>please see our website for opening times</i>)</p>	<p><b>Standing Order</b></p> <p>Just contact us on 0141 889 7105 (select option 4) for the details you will need for your bank.</p> <p><i>Please note that if you pay by Standing Order you will need to amend it if the amount of rent you have to pay changes. This is done automatically for you if you pay by direct debit. Standing order payments are not covered by the direct debit guarantee.</i></p>
<p><b>Cheque</b></p> <p>You can post a cheque to us at:</p> <p>Paisley Housing Association Assurance House 2 Lawn Street, Paisley PA1 1HA</p> <p><i>Please make cheque payable to Paisley HA &amp; note your name and the address of the tenancy you are making payment for on the back of the cheque</i></p>	<p><b>Online Banking</b></p> <p>You can do this through your online banking account, just contact us on 0141 889 7105 (select option 4) for further details</p>
<p><b>Internet</b></p> <p>You can make your payment by Debit or Credit Card via the internet at <a href="http://www.allpayments.net">www.allpayments.net</a></p> <p>Alternatively go to our website <a href="http://www.paisleyha.org.uk">www.paisleyha.org.uk</a></p>	<p><b>Allpay App</b></p> <p>You can download the Allpay App from Apple App store or Google Play for use on your apple or android smartphone to pay quickly and easily at the touch of a button.</p>