

How much to pay?

- It is your responsibility to ensure that you are paying the correct amount. If you are unsure, please contact your Housing Officer.
- Payments can be made at the Post Office or Signpost Head Office using cash, cheque or bank debit card.

Don't forget

You can also pay your rent by Direct Debit. For tenants with bank accounts this is the simplest and most cost effective way to pay your rent.

Please note:

The receipts you receive are proof of your payment. It is essential that you keep these in a safe place.

Problems

If you lose your swipe card or have problems using it, please telephone your Housing Officer.

If you require this leaflet in another language, in braille, on audiotape or in larger print please contact the Marketing Department on 01258 484884

Area Office - SHA/SCP

Signpost House
Sunrise Business Park
Blandford Forum
Dorset, DT11 8SA
Telephone: 01258 484800
Fax: 01258 484840

Exeter Office - SHA/SCP

Hawthorn House
Emperor Way
Exeter Business Park
Exeter
Devon, EX1 3QS
Telephone: 01392 361122
Fax: 01392 361124

Plymouth Office - SHA

4 Mainstone Avenue
Plymouth
Devon, PL4 9NB
Telephone: 01752 306586
Fax: 01752 306526



How to use your Payment Swipe Cards



Types of Swipe Card

Your card is unique. Any payment made using it can only be made into your account



Use this Swipe Card to pay your home rent and other charges.



Use this Swipe Card to pay your garage rent.



Use this Swipe Card to make payments for former tenancy accounts.

Your Swipe Card Explained



Use this Swipe Card to pay your home rent and other charges.



Use this Swipe Card to make payments for former tenancy accounts.

- ① **Signpost ID Number**
- ② **Name of Card Owner**
- ③ **Tenancy Reference**
- ④ **Raised dots for visually impaired**

You Can

- Use it yourself
- Ask a friend or relative to use it to pay your rent on your behalf
- The Swipe Card identifies your account with Signpost Housing Association (SHA) or Signpost Care Partnerships (SCP)

Making Payments

How to use your Swipe Card

Step 1

Take your Swipe Card with your payment to the cashier at any Post Office in the country or alternatively to our Area Office, Signpost House (address shown overleaf).

Cheques paid at the Post Office should be made payable to Post Office Limited.

Cheques paid direct to Signpost should be made payable to either Signpost Housing Association or Signpost Care Partnerships.

Step 2

To make a payment, hand your Swipe Card and your payment to the cashier. You must tell the cashier how much you wish to pay. You will be given a receipt that should be kept as proof of payment with your Swipe Card in the wallet provided. The Post Office will not charge for this service and is unable to answer any queries on your account.

If you are making a payment on more than one account you must make it clear to the cashier how much you want to pay on each Swipe Card.

Step 3

Keep all the payment receipts to check against the rent statement issued by Signpost. If you have any queries please contact your Housing Officer.