



To contact us please call:

0300 555 6666

Always charged at local rate
– including from mobiles



How to pay your rent

We offer many different ways to pay your rent. Choose which is most convenient for you.

Direct Debit



Direct Debit is the easiest and most cost effective way to pay. Once you have set up a Direct Debit, your bank or building society will pay your rent direct from your account, usually on the 1st of every month. This is our preferred method of payment.

Standing Order

Set up a standing order and you can make payments to whg from your bank account each week, every two weeks, every four weeks or every month – the choice is yours. Contact us for our bank details, which you will need in order to complete a standing order form.

Direct Payment Housing Benefit

If you are on Housing Benefit or Job Seekers Allowance, your rent can be paid direct from your benefit. Rent arrears can also be paid direct from your non-contributory Job Seekers Allowance, Income Support or Pension Credit.

Debit Card



To make payments with your debit card, telephone us with your debit card details on **0300 555 6666** between 9am and 5pm.

Employer Direct

Pay your rent straight from your wages. Gain agreement from your employer, who will deduct your rent from your wages each month and pay it direct to whg. Remember to quote your rent account reference number.

PayPoint/Payzone/ Post Office



Use your whg payment card to make payments at a range of local retail outlets such as supermarkets and newsagents – wherever you see the PayPoint or Payzone signs. You can also make payments using your whg payment card at any Post Office. The Post Office accepts cash and cheques and makes no charge.

Walsall Council



You can also make payments at [Walsall Council's First Stop Shop payment centre, The Civic Centre, Darwall Street, Walsall](#). Remember to quote your rent account reference number.

Budgeting Agency

We can take payments on your behalf from budgeting agencies such as Moneyway.

Internet

Use your debit card to pay your rent on-line at www.whg.uk.com

For more information or if you are having difficulty paying your rent, contact your customer services team on **0300 555 6666**

English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং ট্রাস্টের সঙ্গে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪ੍ਰਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઇલ અથવા ઑડિયો ફોર્મેટ માટે, તમારા ઈંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા મદદ માટે કહો.

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

ا تشریح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour tout demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabetesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.