

Paying your Rent



Need help? Call Housing on: 0141 342 1810 or email hello@key.org.uk

Your rent should be paid by the 21st of every month to allow it to be in your rent account by the 27th of the month. There are several ways to pay your rent:

In Person

You can pay at our main office at: 70 Renton Street, Glasgow.

By Standing Order

You can request a standing order form from your Housing Officer. Once completed you return this to your bank. Please note that if rent payments change, you need to update the standing order at the bank.

At the Post Office/ Payzone

You can request a payment card from your Housing Officer and pay at your local Post Office or Payzone facility.

By Post

Send a cheque (made payable to Key Housing Association Revenue Account) to: Key, 70 Renton St, Glasgow G4 0HT.

Housing Benefit

If you are in receipt of Housing Benefit, payments are met by your local council. If you are in receipt of partial housing benefit then you are required to pay the remainder of the rent.

Universal Credit

If you are in receipt of Universal Credit you will receive your housing payments directly and it is your responsibility to arrange rent payments to Key Housing.

Struggling to pay your rent

If you are struggling with your finances, please speak to us. We can discuss any alternative arrangements that can be made. For example, making a payment arrangement or look at what benefits you are entitled to. On occasion we work with specialist agencies to help with any financial difficulties you may be experiencing.

Any given information will remain confidential.

If you are in receipt of partial Housing Benefit, you may be entitled to apply for a Discretionary Housing Payment (financial hardship). Please speak to your Housing Officer about this.

If you continue to miss rent payments and are not working with us to help reduce the arrear, we would have to look at whether you can continue to live in your home. This may result in legal action and could ultimately lead to you losing your home. We would only consider this after looking at all the ways of assisting you to pay the rent.