



## RENT PAYMENT METHODS

Tenants can pay rent monthly or weekly. If you choose to pay monthly, the rent is due on first day of each month. If you choose to pay weekly, the rent is due on Sunday of each week.

**Online** You can now pay your rent securely online with your credit or debit card. Please visit <https://www.lambeth.gov.uk/council-tenants-and-homeowners/pay-your-rent-and-service-charges> and selecting “Paying your rent and service charge”

**Standing order** you can pay by setting up a standing order through your bank. You can get standing order forms from CETRA. You will need to fill, sign and send the form to your bank with instructions that payment reaches your rent account by the due date. If you would like to set up a standing order, you may do so by using the following details:

<p><b>Bank to receive payment</b> – Natwest Bank, Head Office, Collection Account <b>Account to be credited</b> – London Borough of Lambeth <b>Sort Code</b> 57-64-69 <b>Account no.</b> 00000000</p>
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YOU **MUST** QUOTE YOUR NINE-DIGIT RENT ACCOUNT NUMBER AS A REFERENCE TO ENSURE THE PAYMENTS ARE CREDITED TO YOUR ACCOUNT.

**Payment line** You can call CETRA Housing Co-operative on 020 7926 7555 during office hours (9am – 5pm Monday to Friday) or the 24-hour automated payment line 020 8290 2086 (choose option 5) to pay with your debit or credit card. Make sure you request a receipt from CETRA or make note of your reference number.

**Cheque** Cheques should be made payable to “London Borough of Lambeth”. Please put your address and nine-digit rent account number on the back of the cheque. You should send your cheque to CETRA Housing Co-operative, 27 Cedars Road, London, SW4 0PN. You can also deliver the cheque in person to the office.

**Swipe card** If you do not have a swipe card and wish to pay using this method, you should contact the CETRA Housing office to order a swipe card. When you receive your card you can pay your rent by presenting your swipe card together with your payment at any post office, or retailer displaying the PayPoint “PP” sign. You should keep the receipt as proof of payment.

**In person** At the Cashiers Office, payments can be made at the Cashiers office at:

**Civic Centre  
6 Brixton Hill  
London  
SW2 1EG**

Open Monday to Friday 9am – 5pm

You will need your nine-digit pay reference number.