

Roommates and How We Deal With Them

Roommate situations can be a source of confusion, so here is a few details about how our system is set up to ensure bills are paid, in their fair share and on time.

If you have a roommate who receives SSI benefits, all bills must be shared equally including rent.

- Depending on how many individuals are on the lease as a “lessee” will determine how many ways bills are split. PayCo will not pay an entire rent out of (1) persons account for a household that consists of more than (1) adult.
- If PayCo is the payee for all individuals in the home, bills should come directly to our PO Box. Our Accounts Payable office keeps records of current roommate situations and will be sure to split the bills evenly between the roommates.
- If one of the roommates does not have enough money to pay their fair share, our Accounts payable office will pay for the portion which is able to be paid and hold the bill so the other portion(s) can be paid once more funds come in. The assigned Account Manager may also meet with the client/Provider to organize another way to resolve the issue until more money comes in.
- If you have a situation of a roommate change or if a roommate moves out, please let PayCo know as soon as possible.
- Clients with non-client roommates- PayCo is still responsible for paying only half of all bills. In this case, bills may not be mailed to our PO Box. We do not have the resources to forward bills to non-client roommates/providers. Instead we ask that the bills go to the clients home (or wherever deemed appropriate) . At the time of receiving a bill, it should then be either faxed or emailed to the PayCo office with the clients name written on it as well as the amount that should be paid.
- Uneven Splitting of Bills- Can only happen with certain bills i.e. cable, phone and with the permission of our client. Married couples can split bills unevenly.