



WHITE HORSE HOUSING

Rent Payment Options



“We promote equality of opportunity in every aspect of our business in line with our objectives.”



YOUR GUIDE TO PAYING YOUR RENT

Your rent is due weekly in advance. Please ensure that you pay your rent on time, as rent arrears are a serious matter which can result in legal action to recover the tenancy of your home.

The Association offers a number of choices of how to pay your rent in order to give tenants as much choice and flexibility as possible.

Payments through the bank/building society.

Payments can be made directly through your bank or building society, so you do not have to worry about going to the Post Office to pay your rent on time.



Direct Debit payments can be made weekly, fortnightly or calendar monthly in advance and standing order payments can be made weekly, fortnightly or calendar monthly in advance.

If you would like to pay your rent by this method, please contact the office and speak to a Housing Manager.


Payments using Rent Payment Card

You can use your plastic rent payment card to make rent payments at the Post Office or Paypoint.

Simply hand your payment to the cashier along with your rent payment card. They will give you a receipt, which it is important that you retain as this will be your proof that you have made the payment.

YOUR GUIDE TO PAYING YOUR RENT

Please try not to lose your card, but if you do contact the office to request a replacement.

 You can also phone the office on 01380 850916 and pay your rent over the phone by using your debit or credit card.



Telephone, Mobile Apps and Internet Payments all through Allpay.net.

Payments can also be made 24 hours a day, 7 days a week using your debit or credit cards through allpay.net over the telephone or on the internet.

To pay your rent by telephone call: **0844 557 8321**. You will then be given instructions to follow.

To use the internet to pay your rent you will need to visit www.allpay.net and follow the instructions.

You will need to have your rent payment card with you and your credit/debit card details. Cards accepted include Mastercard, Visa, Delta.

A new way of paying your rent.



The allpay App is a brand new mobile application (App) available to download from the Apple App Store and Google Play (formerly the Android Market) for anyone who has a Apple or Android Smartphone.

How the allpay App will benefit you.

The allpay App is available free of charge to you and enables you to pay bills easily, wherever you are, at a touch of a button.

What's more, once you have logged into your account via the App, you can store your payment reference numbers, bank card details and payment amounts so you don't have to enter them every time. Plus you can create a 4 digit pin number to access the App so you don't have to go through a lengthy login process every time to use it. All of this is in a secure environment you would expect from allpay.

You can download the allpay App directly from Apple Store or Google Play or alternatively we have added links to WHHA website go to **Housing Management** drop down click on '**Ways of paying your rent**' then click on the links for **Android Market** or **Apple App Store**, once on these sites follow their instructions for how to download.

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White Horse Housing Association is a Registered Society under the 'Co-operative and Community Benefit Societies Act 2014' (24672R) and is an exempt charity under the Charities Act 2011.
Affiliated to the National Housing Federation

This leaflet is part of the Resident Handbook and can be viewed or downloaded from www.whitehorsehousing.co.uk

