

# Ways to pay

Find a rent payment method that suits you!

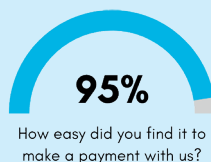


Scan the QR Code to discover the  
different ways to pay

## INTRODUCTION

In the past year, £5.3m has been paid to the Association by tenants for rent for our 2530 homes and 655 garages. This represents 27,000 customer interactions and as part of our new Business Plan for 2022-2025 one of our key priorities is making the customer journey as easy and straightforward as possible.

Based on feedback from customers who recently phoned us to make rent payments, 95% of those who took part in our survey found the process easy. Although this is positive, we recognise that for the 5,800 phone payments received each year, there may be alternative digital technology that could provide an even better customer experience.



To guarantee the security of payments, the Association use an external company, **allpay** who are the market leader of payment services within the UK public and social housing sector. To access the many payment services offered by **allpay**, each tenant will need to know their 'Payment Reference Number' also referred to as PRN.

## WHAT IS MY PRN?

Your PRN is a unique 19 digit number which identifies you and your tenancy and ensures that any money paid using this reference is allocated to the correct account. This number is on your **allpay** Payment Card that was issued to you at the beginning of your tenancy and is also available to you upon request by phoning us on **01506 439291** or emailing [enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk)



## SET UP A DIRECT DEBIT

Paying your rent by Direct Debit offers a hassle-free solution to those who worry about paying their bills on time. A Direct Debit is an instruction from a customer to a bank or building society, authorising an organisation to collect amounts directly from their account. To set this up, please contact us on **01506 439291**.




## STANDING ORDER

Similar to a Direct Debit, a Standing Order is an instruction from a customer to a bank to make regular fixed payments to a person or organisation. It is different from a Direct Debit, as you set it up directly with your bank. You will need our bank details, your Almond tenancy reference and rent amount to set this up.

## SET UP A RECURRING PAYMENT

This payment option offers automated and secure payments on any date of the month and provides flexibility for payments to be altered with no risk of bank charges for failed payments to the customer. To set this up, please contact us on **01506 439291**.

## USE THE ALLPAY PAYMENT APP

 This is free to download on your smartphone or tablet device and enables you to pay your rent quickly and easily at the touch of a button. Once you've downloaded the app, all you need is your PRN and bank account details to make a payment. Scan the QR code to download the app!



## INTERNET PAYMENTS

This is a secure online payment service enabling you to conveniently

pay your rent anytime from a PC, mobile or tablet device.

You can make regular or one-off rent payments, store bank cards and view your payment history. All you need is internet access, your PRN, and a current bank card and go to [www.allpayments.net](http://www.allpayments.net) to register.



**allpay**  
*Internet Payments*

## CALL OUR 24/7 AUTOMATED RENT LINE

You can pay your rent by phoning **0330 041 6497** at any time of the day.

Have your PRN and your debit or credit card ready. Each time you use this service, you will be given an authorisation code as proof of payment. Keep a pen handy so you can write down the authorisation code.

## CALL US ON 01506 439 291

You can also call our Housing Services Team to make a payment. From April 2022, there will be a significant change to this transaction and instead of providing us with your bank details, you will instead be asked to insert your card details using your own keypad device. The card details will be stored in an encrypted secure file with **allpay** and will be fully compliant to industry standards to ensure that all transactions are protected against any threats of fraud or cyber-attacks.

## PAYPOINT & POST OFFICE

Alternatively, you can use your **allpay** payment card to pay at any outlet displaying one of the following signs:



Pay by cash at any store displaying the PayPoint logo



Pay at any Post Office® with cash, cheque or debit card