



We will make every effort to provide information in alternative formats on request, including tape, large print and translations.

Colne

Digby House, Riverside Office Centre,
Causton Road, Colchester, Essex CO1 1RJ

Tel: **01206 244700**

Fax: **01206 760403**

Text Service: **07539 114114**

E-mail: **info@colnehousing.co.uk**

Website: **www.colnehousing.co.uk**

Registered with the Homes and Communities Agency (LH1651) and under the Co-operative and Community Benefit Societies Act 2014 with exempt charitable status.

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An Information Guide on ways to pay your rent



Introduction

This leaflet outlines all the different ways you can pay your rent. We hope by offering these various methods it will allow our residents to choose the method that suits them.

Each way of paying is explained in this leaflet.

Housing Benefit

If you are on a low income, you may be eligible to receive Housing Benefit.

To make a claim, contact your local Council on the following telephone numbers:

Colchester	01206 282300
Chelmsford	01245 606879
Tendring	01255 686811
Maldon	01621 854477
Braintree	01376 557852
Babergh	01473 826633

Please also let the Income Management Team know that you have made a claim on 01206 244700.

Pay in person at our offices or by telephone

Rent payments can be made by cheque, cash, debit or credit card over the counter at our office or by telephone on 01206 244700

Opening hours are:

Monday: 9 am to 5 pm
Tuesday: 10 am to 5 pm
Wednesday to Friday: 9 am to 5 pm

At the Post Office

Your Allpay card can be used to pay your rent at any Post Office. You can pay by cash, or by debit/credit card or by cheque made payable to Post Office Ltd.

Paypoint

You can make rent payments using your Allpay payment card at any PayPoint outlet. These can be found in many newsagents, convenience stores, supermarkets and garages.



By Direct Debit

Direct Debit is the simplest, most reliable and convenient way to pay your rent.

It will be paid automatically from your bank account each week or month.

Please call us on 01206 244700 to set up over the phone or request a form.

On the internet

Allpay.net's secure internet payment service enables tenants to pay their rent online, free of charge, 24 hours a day, 365 days a year. There is no registration process required prior to using the website.

www.allpay.net

By text / sms

Payment by text is easy. Once registered all you need is a UK-registered mobile phone, your Allpay card and a current debit or credit card. To register your details and for further information visit <https://www.allpayments.net/textpay/Overview.aspx>

By Post

To pay your rent by post please send cheques or postal orders to our address on the back.

Please write your name and the address for which you are paying the rent on the back of the cheque or postal order

Cheques should be made payable to Colne Housing Society Ltd.

Automated phone service

Allpay.net's automated telephone system offers residents the facility to make their rent payments by telephone 24 hours a day, 7 days a week. Payment can be made using debit/credit cards. The number to call is: 0844 557 8321

By standing order

You can set up a Standing Order with your Bank to pay your rent direct from your bank account. Standing order forms are available from our offices.