

HOW TO PAY YOUR RENT

SEVEN LOCKS HOUSING

— Strong **Foundations,**
Stronger **Communities**.....

SEVEN LOCKS

HOUSING

What options are available?



Every Seven Locks Housing customer receives a plastic **Rent Payment Card**. The card is issued by Allpay.net and contains your unique rent account reference number.

This card can be used to pay your rent at any UK Post Office® or wherever you see the Paypoint sign. Please see overleaf for local Paypoints.



How do I make a payment ?

To pay your rent using the **Rent Payment Card**; present your card at one of the outlets. You can pay by:
- **cash/cheque/debit or credit card**. Your card will be swiped, your payment entered and you will be given a receipt as proof of payment (keep this in the plastic wallet provided).

What if I lose my Rent Payment Card?

If you lose or damage your Rent Payment Card? Simply contact our Rents Officer on 01858 414507 and we will arrange a replacement free of charge.

Are there any other payment options?

Standing Order: You can still pay your rent by Standing Order through your bank account.



Direct Debit: You also have the choice to pay by Direct Debit; simply contact the Rents Officer on 01858 414507 and we will be happy to help you to set up this payment method through Allpay.net.

We can do this over the phone!

Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,
Market Harborough LE16 9HW

Tel: 01858 414500, **Fax:** 01858 419156, **Email:** info@sevenlockshousing.co.uk

Internet Payment Service: To make a payment you need: access to the internet, your rent payment card, your debit card, and a valid email address.

Log on to www.allpayments.net website.

You will be asked to enter your unique **Rent Payment Card** number. When you do this for the first time you will be asked to enter a password, (you will have to provide this password every time you use the internet payment service). You will also be asked to enter your email address.

When you have completed the process to this stage, the system will confirm that your payment will be sent to Seven Locks Housing. You can then enter the amount you wish to pay and the details of your debit card. The transaction will be authorised immediately. Your confirmation, authorisation code and payment reference will be provided on screen. This information will also be sent to the email address you have supplied.

Telephone: The Allpay telephone number is: **0844 557 8321**. Allpay.net's automated telephone payment system uses interactive voice response technology. So if this is the method you chose you can make payments 24 hours a day.

Text: Alternatively you may prefer to text your payment using your mobile phone. To use this method you will have to register with allpayments.net. The Allpay telephone number is: **0844 557 8321**.



Using your **Rent Payment Card**
You can pay at any **Post Office®**



Locally you can pay at any of these PayPoints:

Co-op Food store	93 Main Street	Broughton Astley	LE9 6RE
Spa & Post Office	82 Main Street	Broughton Astley	LE9 6RD
Foodmania Ltd	3-5 Devitt Way	Broughton Astley	LE9 6NQ
Mercury News	113 Station Road	Countesthorpe	LE8 5TD
Midlands Co-op	26-30 Main Street	Fleckney	LE8 8AJ
Midlands Co-op	13 Main Street	Great Glen	LE8 0NR
Midlands Co-op	17 Main Street	Houghton-on-the-Hill	LE7 9GE
Co-op	Main Street	Houghton-on-the-Hill	LE7 9TD
Co-op Travel	High Street	Kibworth	LE8 OHS
Midlands Co-op	George Street	Lutterworth	LE17 4EE
St Marys Texaco	Market Street	Lutterworth	LE17 4EH
Central Stores	Central Avenue	Lutterworth	LE17 4NZ
Midlands Co-op	Coventry Road	Market Harborough	LE16 9BX
Montgomery News	83 Bath Street	Market Harborough	LE16 9EJ
Star Service Station	A6 By Pass	Melton Road	LE16 7TH
Midlands Co-op	Main Street	Scraptoft	LE7 9TD
Mercury News	3 High Street	Fleckney	LE8 8AJ
Mercury News	28 High Street	Kibworth Beauchamp	LE8 0HQ
Mercury News	17 Linden Drive	Lutterworth	LE17 4SS
Mercury News	12-13 St Marys Pl	Market Harborough	LE16 7DR

This leaflet gives advice about how to Pay your Rent - If you or someone you know needs this information in another format or language, please contact Customer Service on 01858 414500.

We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.