

How to pay your rent

We make paying your rent simple and convenient



Devon & Cornwall Housing



Paying your rent on time is one of the most important conditions of your tenancy and should be your most important financial commitment

You have a choice of ways to pay your rent, and wherever and however you make payments there will be no charge to you – which makes paying your rent simple and convenient.

➔ Your payment card



Your allpay payment card, which all tenants receive when they move in, has details of your name and tenant reference number. This allows you to pay your rent and any re-charge payments in any of the following ways:

1. Payment by direct debit



If you want to pay by direct debit, you will need to fill out an authority form. We can give you this form and help you to complete it. You will not need to fill out another form if your rent changes, the new amount will be taken automatically. First, check with your bank to make sure that your account allows direct debits.

2. Online



You can pay online using your payment card and a debit or credit card. Look for a 'pay rent' link on our homepage or go straight to www.allpayments.net. You need to give your tenant reference number, your debit or credit card details, and the amount of rent you need to pay. The allpay site is a secure payment site – look for the padlock symbol in the bottom right hand corner of the browser window or at the top next to the address bar.

If you use online banking, you can also choose to pay via bill payment. Please contact us for our bank sort code, account number and our payment reference.

3. Over the telephone



If you have a debit or credit card, you can pay your rent over the phone. You can use Switch, Visa, Mastercard, Delta and any of the other major credit cards. You will be asked for your rent payment card number so have this card with you. You will then be asked for details from your debit or credit card, and the amount you want to pay. You can call the automated allpay line – **0844 557 8321** or **0844 225 5729** to talk to a person. Or you can contact us directly as we are now able to take payments over the phone. Our contact details are included on the back of this leaflet.



4. Pay at a PayPoint terminal in local shops and post offices



You can pay your rent anywhere you see the PayPoint logo, including local shops, garages and newsagents and at post offices. You will need to take your payment card with you to make a payment.

PayPoint staff can only take your payments, they can't see your rent balance or answer queries about your account – if you have any questions please contact us.

5. Have Housing Benefit paid direct to us



If you are claiming Housing Benefit, you can usually ask for this to be paid straight to us.

6. At our offices



Although it is not our preferred method, you can still pay by cash or cheque at some of our offices; in Exeter, Totnes, Truro and Penzance. Make sure you have your payment card with you. You will be given a receipt for any payments you make.

We can't take payments at our Plymouth, Barnstaple or Liskeard offices, but there are PayPoint facilities in nearby shops.

And remember ...



Get a receipt!

If you are paying by any method other than direct debit or telephone, you should always ask for a receipt. Please keep this receipt in case there is a query about the payment.

Pay on time!

Please ensure you pay your weekly or monthly rent in advance. Remember, payments can take between two and seven days to reach us depending on how you pay.

7. Send us a cheque



You can still put a cheque in the post to us at the addresses on the back of this leaflet. Just make sure it has the correct postage and will arrive on time – although we would advise you to pay by allpay.



Stay in touch

If you have any questions about your account, please get in touch.

If something changes and you are struggling to pay your rent, don't ignore the problem – get in touch straight away.

We have also produced an information leaflet on rent arrears. If you think this would be useful, please get in touch. You can also find our leaflets on our websites, along with useful advice on managing your money and dealing with debt.

For further help or advice please contact your income adviser,
support officer or scheme manager



@ income.recovery@dchgroup.com

Tel: 0800 027 98 80

67 Morrab Road, Penzance TR18 2QJ

Tel: 0300 303 8030

Kenwyn Street, Truro TR1 3BA

Tel: 0300 303 8030

PHA offices and phone lines are open
Monday to Friday 9am – 5pm

Shared ownership:

Tel: 01872 260621



Our group head office is at:

Paris Street, Exeter EX1 2JZ

Tel: 0300 123 8080



Tor House, St Peters Quay,
Totnes, Devon TQ9 5SH

Tel: 0800 316 88 39

Our Totnes office and phone line is open Monday to
Thursday 8am - 5pm and Friday 8am - 4.30pm

2 Ker Street, Devonport, Plymouth PL1 4GE

Tel: 0300 123 8080

income@dchgroup.com

Paris Street, Exeter EX1 2JZ

Tel: 0300 123 8080

income@dchgroup.com

Our Plymouth and Exeter offices and phone lines
are open Monday to Friday 9am - 5pm

Shared ownership:

Tel: 01752 856032

Independent Futures  Contact your support officer

www.dchgroup.com



If you would like this how to pay your rent leaflet in the appropriate translation, please contact 0300 123 8080

إذا كنت تريد في ترجمة هذه التعليمات حول كيفية سدادك للإيجار، اتصل بالرقم: 0300 123 8080

تکمیل دستاویزیت کتار ایبار یختایی نیوعدیدار به (شینوازی لاتیلاردی کری ایتن) یختلوردی ودرگتیر دراز همیوت
یازمردی 0300 123 8080 یختلوردی یکن

如果您需要将此如何支付房租的信息翻译为其他语言，请申请联系 0300 123 8080

Jeśli chcieliby Państwo otrzymać niniejszą informację o sposobie płatności za czynsz w
innej wersji językowej prosimy o kontakt telefoniczny pod numerem 0300 123 8080

Caso pretenda a tradução desta informação sobre como pagar a sua renda, deverá ligar
para o 0300 123 8080

If you would like this document in a different format, please contact 0300 123 8080