Ways to pay your rent 2020-21

Direct Debit
- This is usually the easiest way to pay your rent. Once set up, there are no cheques to write, no cash to handle, no postage or queuing;
- Payments are regularly collected from your bank or building society account. You can choose to pay monthly on the 1, 8, 15 or the 23 of the month, or weekly every Monday;
- We will let you know at least 14 days in advance of any changes, giving you total control over the amounts collected;
- You can cancel your Direct Debit at any time and you are fully protected by the National Direct Debit Indemnity Scheme. You are guaranteed an immediate and full refund by your bank in the unlikely event of an error;
- To set up a Direct Debit please call us on 0300 555 0500 and we will set this up over the phone with no paperwork to fill in.

At any Post Office
- You can pay by cheque, cash or debit card at any Post Office in England using your green rent payment swipe card;
- Please remember that it can take up to five days for these payments to show in your account;
- We will provide you with the first two rent payment swipe cards free of charge. Any additional cards will be charged at £20 each.

Standing order
- A standing order instructs your bank or building society to pay fixed and regular amounts to us;
- You choose how much and how often to pay. You can also choose which day of the week or month to make the payment. Please note payments must be made on or before the date due;
- You must provide your bank or building society with the following information. The name of who you want to pay is CHP. The bank sort code is 60-05-13. The bank account number is 20889348. The branch address is NatWest, 4-5 High Street, Chelmsford, CM1 1FZ;
- Please instruct your bank or building society to quote your full rent reference number so that we can identify your payment.

At any PayPoint outlet
- You can pay by cash or debit card (but not by cheque) at any PayPoint in England using your green rent payment swipe card;
- PayPoint outlets include the Co-op, Martins, BP and Texaco garages. Others may be available. These outlets are conveniently located and often open for extended hours. Some garages are now open 24-hours;
- You can find your local PayPoint by entering your postcode at paypoint.com;
- We will provide you with the first two rent payment swipe cards free of charge. Any additional card will be charged at £20 each.

If you are paying rent arrears by voluntary arrangement or court order, you must continue to make payments in 'non payment' weeks.

*Non payment week
Housing Benefit / Universal Credit
- If you are entitled to Housing Benefit from your local authority, it is usually forwarded directly to your CHP rent account. If your Housing Benefit is not paid directly to us, please contact your local authority and ask them to arrange this for you;
- If you are in receipt of Universal Credit, this will be paid directly to you. You will need to use one of the methods listed to pay your rent.

Debit / credit card
- If you have access to the internet, you can pay your rent 24-hours a day via the allpay website at allpay.net by selecting ‘make a payment’. You will need your 19 digit green rent payment swipe card number. If you haven’t got a green rent payment swipe card, this number can also be found on your rent variation letter or rent statement;
- Debit/credit card payments can also be made over the telephone. Calls can be made 24-hours a day using the allpay automated line 0330 041 6497 or call us during office hours on 0300 555 0500. Please have your debit/credit card and your rent reference number/address to hand when making payments. Alternatively, when calling the Service Centre, choose option three to be automatically transferred to allpay;
- If you have a mobile telephone, you can make payments via text. Allpay’s text payments service is a secure payment option available 24-hours a day, seven days a week. You simply need a UK-registered mobile phone, a valid allpay payment card and a current debit or credit card. After a brief registration online you can pay by simply texting a code and the amount you wish to pay to a designated number;
- If you have a smartphone mobile, you can make payments via the allpay app from the Apple store and Google Play. Again, this option is available 24-hours a day, seven days a week;
- Please note that due to transaction costs, the minimum payment by debit/credit card is £10.

Cheque
- You can pay your rent by sending us a cheque, made payable to “Chelmer Housing Partnership Ltd”. Please write your full rent reference number or address on the back of the cheque so that we can identify your payment;
- Send your cheque to CHP Myriad House, 33 Springfield Lyons Approach, Chelmsford, CM2 5LB;
- Please do not send cash in the post.

Home banking
- If you have home banking facilities, you can instruct your bank to make regular or one-off payments to us. You must provide your bank or building society with the following below in the ‘our bank details’ section. Please instruct your bank or building society to quote your full rent reference number so that we can identify your payment.

Recurring payment
- You can make a regular payment direct from a debit card;
- Payments can be set up to commence from the next day or a one off payment in the future;
- Unlike a Direct Debit, payment can be set up to be taken on any day of the week and there is no charge for a failed payment (i.e if funds are not available);
- To set up a Direct Debit please call us on 0300 555 0500 and we will set this up over the phone with no paperwork to fill in.

Any questions?
If you have any questions, please telephone us on: 0300 555 0500
Text relay: 18001 0300 555 0500
Email: imt@chp.org.uk

Universal Credit Helpline 0800 328 9344
Step Change 0800 138 1111
stepchange.org
National Debttline 0808 808 4000
nationaldebtline.co.uk
Citizens Advice 03444 111 444

Our bank details
Our reference Chelmer Housing Partnership Ltd
Your reference Your 14 digit rent reference number
Bank sort code: 60-05-13
Bank account no: 20889348
Branch address: NatWest, 4-5 High Street, Chelmsford.

If paying by cheque, please remember to write your 14 digit rent reference number and your address on the reverse. Cheques should be made payable to Chelmer Housing Partnership.

My Home
You can access a range of information about your home and tenancy by registering and logging in to My Home.
You will be able to check your account balance, charges and recent transactions.
Visit: chp.org.uk to register.