

LEASEHOLDER WAYS TO PAY



DIRECT DEBIT

- This is usually the easiest and most preferred way to pay. 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 on the 1st of each quarter;
- 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 on 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.

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,
- Please instruct your bank or building society to quote your full 14 digit reference number so that we can identify your payment.

CHEQUE

- You can pay by sending us a cheque, made payable to "Chelmer Housing Partnership Ltd". Please write your full 14 digit 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 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. Please instruct your bank or building society to quote your full rent reference number so that we can identify your payment.

RECURRING PAYMENT

- 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 Recurring Payment please call us on 0300 555 0500 and we will set this up over the phone with no paperwork to fill in.



DEBIT / CREDIT CARD

- If you have access to the internet, you can pay 24-hours a day via the Allpay website at www.allpay.net. Select 'Make an online payment'. You will need your 14 digit reference number;
- 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 to CHP during office hours on 0300 555 0500. Please have your debit/credit card and your 14 digit reference number/address to hand when making these payments. Alternatively, when calling the Customer Service Centre, choose option 3 to be automatically transferred to Allpay;
- If you have a smartphone mobile, you can make payments via The Allpay App from the Apple App or Windows Phone store and Google Play. Again, this option is available 24 hours a day, 7 days a week;
- **Please note that due to transaction costs, the minimum payment by debit/credit card is £10.**

STANDING ORDER

- For those who wish to pay by standing order, at a bank, or by home banking, please use these details:

Our reference: Chelmer Housing Partnership Ltd.

Your Reference: Your 14 digit reference number

Bank Sort Code: 60-05-13

Bank Account Number: 20889348

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

If you have any queries, please contact us on:

Telephone: 0300 555 0500.

Text relay: 18001 0300 555 0500.

Email: imt@chp.org.uk

