

How to pay your rent



Paying your rent is your responsibility. Your rent is due in advance and your account should always be in credit by at least one week (or one month if you have a monthly tenancy).

Six easy ways to pay your rent:

Your customer account

Simply log in to your **customer account**. If you don't have log-in details, call us on **0300 111 7000**.

Direct Debit

A direct debit means your rent is paid direct to us from your bank account. If your rent changes, your payments change automatically. Call us on **0300 111 7000** to arrange a direct debit.

Online at allpayments.net

Simply visit allpayments.net and follow the on-screen instructions. You will need your payment card, a debit or credit card and an email address. If you need a payment card, please call Customer First on **0300 111 7000** on weekdays between 8am and 6pm.

At a shop using PayPoint

Use your Payment Card at any Post Office or shop displaying the PayPoint logo. If you need a payment card, please call Customer First on **0300 111 7000** on weekdays between 8am and 6pm.

Telephone

Call AllPay on **0844 557 8321** 24 hours a day, seven days a week (calls cost 7p per minute). You will need your payment card handy. You can also call us on **0300 111 7000** on weekdays between 8am and 6pm. If you need a payment card, please call Customer First on **0300 111 7000**.

By post

You can send us a cheque. Do not send us cash in the post. Please make cheques payable to **Accord Housing Association**
