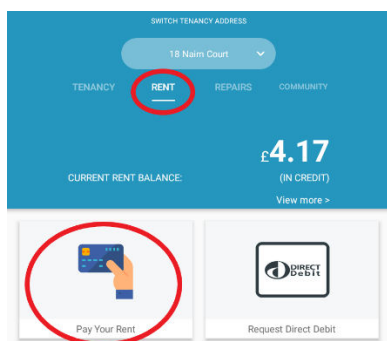


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## Paying your rent (AllPay card holders only)

To pay your rent in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, tap the 'Pay Your Rent' box.

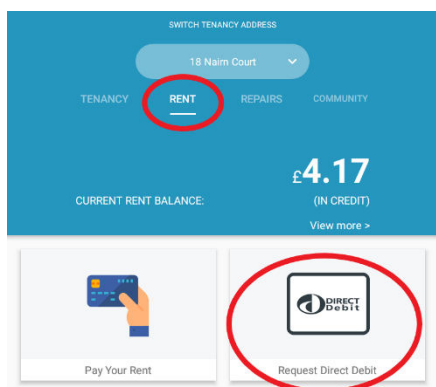


On the following page, you will have some options to either go to the AllPay website to pay your rent, or to download the AllPay app.

You can pay your rent quickly and easily 24hrs a day online via the AllPay website.  
Please note you will need your AllPay card to register.  
[Log in and pay your rent here](#)  
Want to pay your rent on the move?  
[Download the AllPay payment App](#)

## Requesting a Direct Debit

To request a Direct Debit in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, tap the 'Request Direct Debit' box.



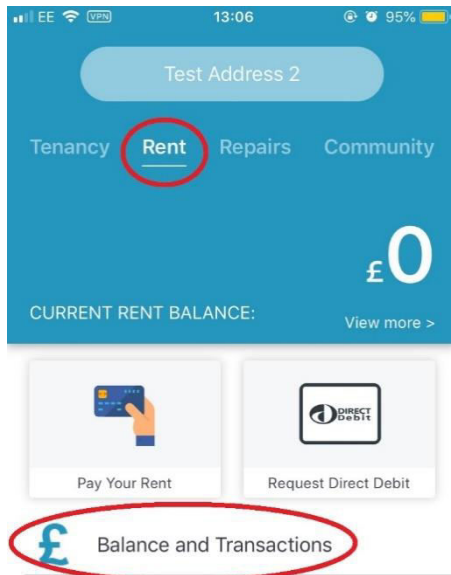
On the following page, tap the 'Request Direct Debit' button, then 'Close'. Your housing officer will be in contact.

Your request will be processed within the next 5 working days. Please tap "Submit" to confirm.

Request Direct Debit

## View balance and transactions

To view your balance and transactions in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, in the list of options, select 'Balance and Transactions'.



Your current balance and recent transactions will then load. To see older transactions, tap the 'Get More Transactions' button.

### Current Tenancy Balance

£4.17 Ahead

Please note that the above balance may be subject to pending transactions.

### Your Recent Transactions:

Date	Amount	Type
29/03/21	£104.7 Charged	Charge
22/03/21	£102.96 Charged	Charge
15/03/21	£102.96 Charged	Charge
08/03/21	£102.96 Charged	Charge
01/03/21	£456.08 Received	Rent Direct Debit
01/03/21	£102.96 Charged	Charge
22/02/21	£102.96 Charged	Charge
15/02/21	£102.96 Charged	Charge
08/02/21	£102.96 Charged	Charge
01/02/21	£456.08 Received	Rent Direct Debit

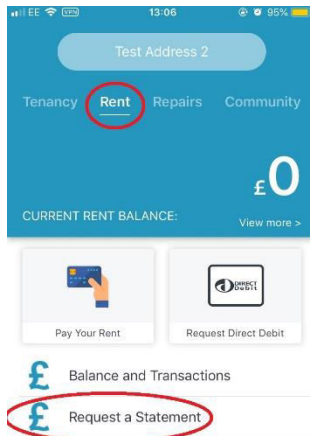
To view details of any transaction, select it in the list above and tap 'Next'

Get More Transactions

Each update will show the next 10 transactions.

## Requesting a statement

To request a statement in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, in the list of options, select 'Request a Statement'.



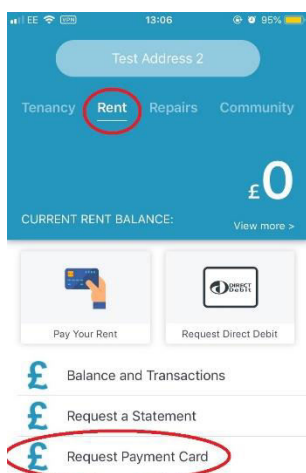
On the following page, tap the 'Submit my request' button, then 'Close'.

Your statement will include transactions for the last 24 months or since the start of your tenancy, whichever period is shorter.

Submit my request

## Requesting a payment card (AllPay users only)

To request a payment card in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, in the list of options, select 'Request Payment Card'.

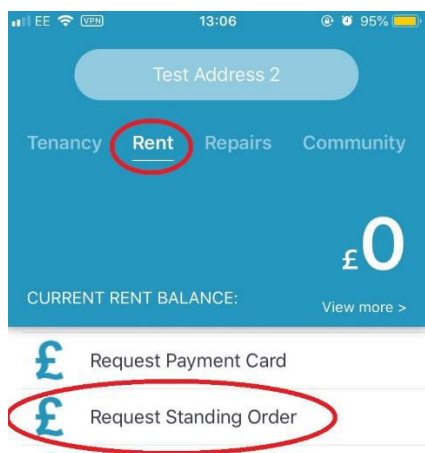


On the following page, tap the 'Submit my request' button, then 'Close'.

Submit my request

## Requesting a standing order

To request a standing order in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, in the list of options, select 'Request Standing Order'.

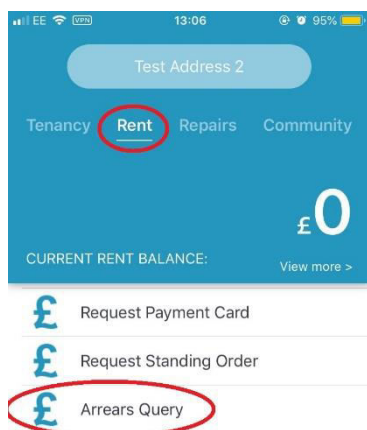


On the following page, tap the 'Submit my request' button, then 'Close'.



## Submitting an arrears query

To submit an arrears query in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, in the list of options, select 'Arrears Query'.

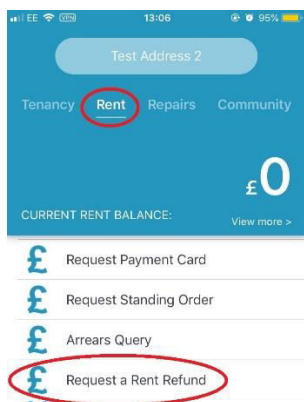


On the proceeding page, enter some information about your query, then tap 'Submit my request' and 'Close'.

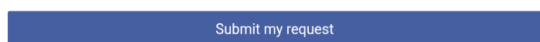


## Requesting a rent refund

To request a rent refund in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, in the list of options, select 'Request a Rent Refund'.

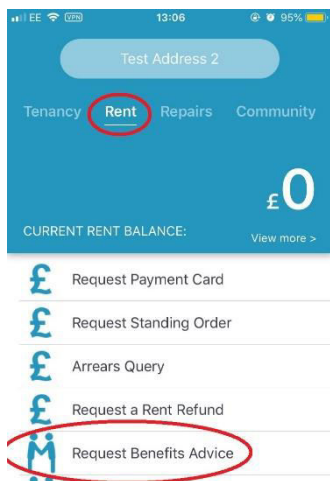


On the following page, tap the 'Submit my request' button, then 'Close'.

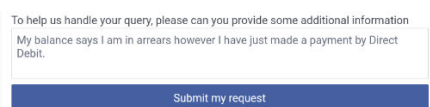


## Requesting benefits advice

To request benefits advice in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, in the list of options, select 'Request Benefits Advice'.

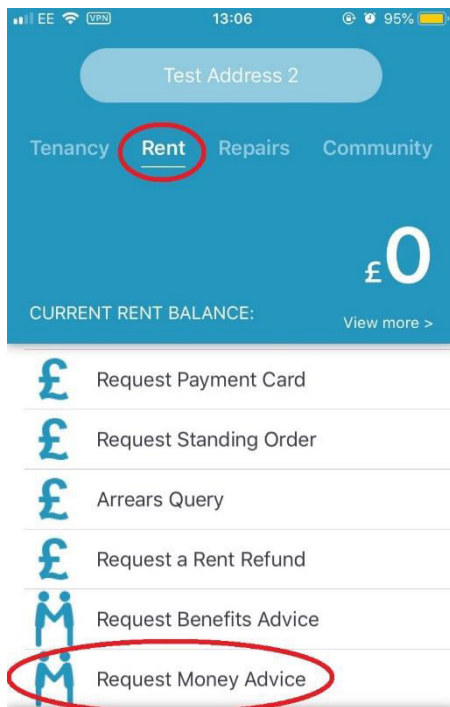


On the proceeding page, enter some information about your query, then tap 'Submit my request' and 'Close'.



## Requesting money advice

To request money advice in-app, please make sure you are in the Rent section of the app by tapping the 'Rent' underneath your address. Once there, in the list of options, select 'Request Money Advice'.



On the proceeding page, enter some information about your query, then tap 'Submit my request' and 'Close'.

To help us handle your query, please can you provide some additional information

My balance says I am in arrears however I have just made a payment by Direct Debit.

Submit my request