

## At the Post Office or Paypoint outlet

Your allpay card can also be used to pay your rent at a wide range of local retail outlets. You can pay at any Post Office, or wherever you see the PayPoint symbol.



## Telephone and office payments

Prospect also accept payment by Debit Card over the telephone (0131 458 5480) or in our office.

## Difficulties paying your rent?

If you are having difficulties paying your rent, please contact Prospect as early as possible so we can help you. By seeking help early on you can reduce the chance of your rent arrears getting out of control. We also offer a free a confidential Money Advice service which can help you to maximise your income and deal with any debts that you have.

# How to pay your rent with



Community Housing

Prospect Community Housing  
6 Westburn Avenue  
Wester Hailes  
Edinburgh  
EH14 2TH

Tel: 0131 458 5480  
Fax: 0131 453 2868

Email: [enquiries@prospectch.org.uk](mailto:enquiries@prospectch.org.uk)  
Website: [www.prospectch.org.uk](http://www.prospectch.org.uk)

Please keep this leaflet as it contains important information about how to use your swipecard and what to do if you lose your card.

# How to pay your rent



The complete guide for you to use your Prospect Community Housing payment card



Community Housing



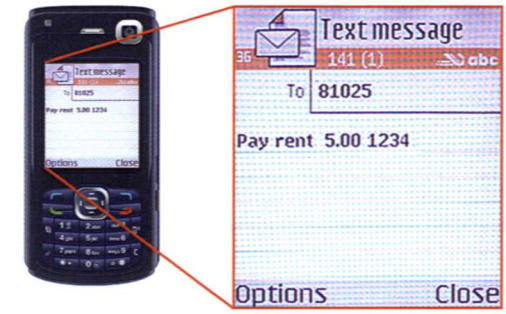
### Direct Debits

Direct debits provide an easy way for your rent to be paid. Once it is set up, you do not need to do anything. Prospect will arrange for the Direct Debit amount to be changed if your rent increases. Our paperless Direct Debits mean that you do not even have to fill in a form – a staff member at Prospect will take the details from you over the phone, and you will then get a confirmation letter setting out the payment amount and dates. To set up a Direct Debit, simply phone Prospect or call into the office. All you need to know are your bank account details (sort code and account number) – we will do the rest.



### Internet payments

If you want to pay your rent over the internet, please do this via the link on Prospect's website ([www.prospectch.org.uk](http://www.prospectch.org.uk)). You will need an allpay card and debit card to do this. If you do not have an allpay card, please contact us to arrange for one to be sent to you free of charge. Internet payments made via allpay will usually be transferred to your rent account next working day.



### Text payments

To begin securely texting your rent payments, you simply need a UK registered mobile phone, an allpay card (all tenants should have one of these – if it is lost please contact us and a new card will be ordered) and a current debit card. After a brief online registration customers can then pay their bills on the move anytime, anywhere.

#### How to start making text payments:

- Step 1:** Register online to set up your card details – go to <https://www.allpayments.net/textpay/login.aspx> to do this. If you do not have internet access, you can do this in Prospects office. You only have to register once, unless any of your details (e.g. your debit card) changes.
- Step 2:** Once you have registered, each time you want to make a payment simply send a text to 81025 with the following details: "Pay rent" followed by the amount you want to pay and then your text password which is the last four digits of your debit card number. See the above for an example of what your text should look like.
- Step 3:** You will then receive a text back confirming the payment.