

How To Pay Your Rent



Connect Housing Association

Tel: 0300 5000 600

www.connecthousing.org.uk

A charitable housing association

How to pay your rent



By Standing Order or Direct Debit

Please call **0300 5000 600**, and speak to a Housing Liaison Officer (HLO). They will be happy to arrange Standing Order or Direct Debit payments with you.

By Phone

We are now able to accept payments over the telephone with most debit cards. Please call our hotline on **0300 5000 600**. There is no charge for this service and it



is available from 9:00am to 5:00pm Monday to Friday,

except Wednesdays when the hotline opens at 10:30am. You will need your debit card to hand. There is also an automated 24 hour service, **0844 557 8321**, which you can use to pay by phone providing you have an Allpay payment card.

By Post

You may send cheques or postal orders by post to our office address: Connect Housing, 205 Roundhay Road, Leeds LS8 4HS. Please make cheques/postal orders payable to 'Connect Housing Association' and write your name and address on the back.

Please do NOT send cash through the post.



At the Post Office or your local shop

You can use your AllPay payment card to pay at your local Post Office, or at any local store or petrol station displaying the PayPoint logo. There is no charge for this service. If you don't have an AllPay card, please call a HLO on **0300 5000 600** and they will arrange for one to be sent to you.

Pay direct at our offices

You may come into our Leeds or Huddersfield offices to pay by cash or cheque. Please note that we can no longer accept payments by debit or credit card at our offices.

Our Leeds office address is:

205 Roundhay Road, Harehills,
Leeds, LS8 4HS

Leeds opening hours:

Mon - Thur 9.00am - 5.30pm
Fri 9.00am - 5.00pm

Our Huddersfield office address is:

The Media Centre, 6 Friendly
Street, Huddersfield HD1 1RD

Huddersfield opening hours:

Mon - Fri 9.00am - 5.00pm

On the Internet

If you have access to the internet, you can log onto our website, www.connecthousing.org.uk and click on the AllPay logo then the 'Make A Payment' icon. You will be transferred to a secure site which will allow you to pay your rent using your debit or credit card.

You will need your AllPay card to hand. There is no charge for this service and it is available 24 hours a day, seven days a week.

By using your mobile phone

If you have an Allpay payment card, you can pay your rent direct from your mobile phone. You will need a UK registered mobile phone and either a Visa , Delta, Solo or Mastercard. In order to use this service, you need access to the internet to register your details with Allpay.net. Registration is simple and secure. You will also find frequently asked questions about using the service. If you have a **smartphone**, you can download an app from either the Apple App Store or Google Play. It is completely free, and will allow you to make payments from anywhere with a mobile signal. If you do not have an Allpay payment card please call us on **0300 5000 600** and we will arrange for one to be sent out.

We only recommend paying by credit card if you can clear the outstanding card balance within one month.



homes, communities, cultures



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Leeds LS8 4HS

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