



A GUIDE TO PAYING YOUR RENT

Paying your rent is essential to maintain your tenancy. There are a variety of different ways to pay. These Include: -

 **DIRECT DEBIT**

DIRECT Debit The easiest, most hassle free way to pay your rent is by Direct Debit. Your monthly rent is automatically deducted from your bank account. Our customer service team are able to set up your Direct Debit

 **ALLPAY CARD**

Allpay are able to provide you with a payment card specific to your rent account. One of these card is usually ordered at the start of your tenancy. You can use this card to make a rent payment at any Post Office, Paypoint or Payzone outlet in the UK.

 **PHONE**

Payment by debit or credit card can be made by calling

- Osprey Housing Customer Services on **01224 548000**
- Allpay 24 hour automated payment line on **0844 5578321**

 **OUR OFFICE**

Payments can be made by cash in person at our office. Our opening hours are:

- 9am-5pm Monday to Thursday
- 9am-4pm Fridays

Cheques are also accepted at our office

 **ONLINE**

You can pay online at **www.allpayments.net** using your Allpay card reference